



- 7 JUL 2021

Tēnā koe

On 25 June 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *Why are these motels included?*
- *Is it because Buller residents are staying in emergency housing at these locations?*
- *If yes, what are some reasons Buller residents are sent elsewhere for emergency housing?*
- *Anything else interesting or important to add?*

That same day the Ministry's media team had received correspondence from you asking about the data that was provided to you on 18 June 2021. You advised that the data had some discrepancies. The Ministry later acknowledged this and advised that you would be provided with the data once it had been checked. Please see the updated data in **Appendix A**, which provides you with the information relating to your previous questions.

For the sake of clarity, the Ministry will answer your request in turn.

- *Why are these motels included?*
- *Is it because Buller residents are staying in emergency housing at these locations?*
- *If yes, what are some reasons Buller residents are sent elsewhere for emergency housing?*

Regarding the table provided, please note that Territorial Local Authority (TLA) is estimated based on the clients' recorded address at the time of the grant. This TLA may not be the same as the address of the Emergency Housing supplier. Where the client address is not recorded, the location of the Ministry's Service Centre case managing the client has been used to approximate which TLA a client resides in. However, as the Ministry has switched to working from national queues, EH SNGs and other hardship grants could be granted by a case manager working anywhere in New Zealand. Therefore, in such cases, the TLA may not reflect the actual client address or location. Due to the transient nature of people receiving EH SNGs, the recorded address for a client may also be that of a trusted family member or friend who received mail on their behalf.

You will notice that the lists of registered Emergency Housing suppliers provided include suppliers from outside of the Buller region. This is likely to be for payments made in arrears for a previous period of accommodation, or payments for a future period. A number of clients may have recently moved, but their address details have not yet been updated.

Clients that require to be housed in a specific area due to the need to access specialist care, educational needs (for them or their family) or accessibility may be housed outside of the area than they normally reside in.

- *Anything else interesting or important to add?*

The Ministry is prioritising a dedicated case management service for all clients in Emergency Housing. Having a dedicated Case Manager means that clients will be able to access an integrated service that works to ensure that they are getting all the support available to them from the Ministry. If an individual or whānau requires further support, they can be referred to a Navigator. Navigators can help coordinate community, health and government services, and be hands-on in making sure those services are accessible to the client. Ministry staff and/or Navigators are in regular contact with all recipients of EH SNGs.

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. 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, 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.

Ngā mihi nui



Karen Hocking  
**General Manager  
Housing**



**Table One: The number of grants, the amount and the number of distinct clients with an EH SNG payment to the Westport Motor Hotel for quarter ending June 2020 to March 2021.**

Quarter ending	Registered Name	Clients	Grants	Amount granted
June 2020	Westport Motor Hotel	S	S	\$660.00
September 2020	Westport Motor Hotel	S	12	\$11,755.00
December 2020	Westport Motor Hotel	9	33	\$37,300.00
March 2021	Westport Motor Hotel	9	18	\$16,745.00
<b>Total</b>		<b>21</b>	<b>69</b>	<b>\$66,460.00</b>

**Table Two: The number of grants, the amount and the number of distinct clients with an EH SNG payment to the Palm Court Motel for quarter ending June 2019 to March 2021.**

Quarter ending	Registered Name	Clients	Grants	Amount granted
June 2019	Palm Court Motel	S	9	\$7,595.00
September 2019	Palm Court Motel	S	6	\$5,285.00
March 2020	Palm Court Motel	S	9	\$12,400.00
June 2020	Palm Court Motel	9	24	\$29,805.00
September 2020	Palm Court Motel	9	33	\$45,575.00
December 2020	Palm Court Motel	6	39	\$50,315.00
March 2021	Palm Court Motel	S	27	\$40,890.00
<b>Total</b>		<b>36</b>	<b>153</b>	<b>\$191,865.00</b>

**Table Three: A list of suppliers who have received a EH SNG for clients residing in the Buller district for the quarter ending 31 March 2021.**

Quarter ending	Registered Name	Clients	Grants	Amount granted
<b>March 2021</b>	Aaa Northlands Motel	S	S	\$110.00
	Ascot Motor Lodge	S	S	\$3,267.00
	Bellbird Motels	S	S	\$220.00
	Chelsea Gateway Motor Lodge	S	S	\$1,260.00
	Greymouth Motel	S	S	\$480.00
	Greymouth Seaside Top 10 Holiday Park	S	S	\$868.00
	Kina Campers	S	S	\$880.00
	Palm Court Motel	S	27	\$40,890.00
	Westport Holiday Park	S	12	\$15,270.00
	Westport Motor Hotel	6	18	\$16,745.00
<b>Total</b>		<b>21</b>	<b>72</b>	<b>\$79,990.00</b>

**Notes for all tables:**

- This is amount of Emergency Housing grants paid to a registered supplier.
- The amount granted may not be the amount spent.
- Emergency Housing assistance payments are granted as Special Needs Grants.
- Emergency Housing grants paid directly to the clients are not reported in this.

- To protect confidentiality the Ministry of Social Development uses processes to make it difficult to identify an individual person or entity from published data. These data tables have had random rounding to base three applied to all cell counts in the table.
- The impact of applying random rounding is that columns and rows may not add exactly to the given column or row totals. The published counts will never differ by more than two counts.
- In certain circumstances low numbers may potentially lead to individuals being identified. Due to these privacy concerns, numbers for some categories of clients have been suppressed or aggregated.
- Secondary suppression rules have also been applied when required. Suppressed numbers have been replaced by an 'S'.