



19 July 2022

Tēnā koe

On 20 June 2022, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- 1. The number of trespass and trespass warnings that have been issued by W&I offices in the Waikato area for the last 5 years.*
- 2. The number of food grant applications that have been declined by the W&I offices in the Waikato area in the last 5 years.*
- 3. The number of complaints filed against each W&I office in the Waikato area for the last 5 years.*

We request that the information above shows how many each individual office in the Waikato area has issued

For the sake of clarity, I will address your questions in turn.

- 1. The number of trespass and trespass warnings that have been issued by W&I offices in the Waikato area for the last 5 years.*

The decision to trespass someone from a Work and Income site is never taken lightly. Before issuing a trespass notice Work and Income Service Centre Managers will first consider:

- the seriousness of the incident or offence committed
- whether it is the first incident or offence
- whether it is likely to happen again
- the person's attitude after the incident and whether they are likely to heed a warning letter and change their behaviour.

If a manager believes the behaviour is likely to be repeated in the future, and that it will not be prevented by issuing a verbal or written warning, that person will be issued with a trespass notice.

The physical addresses of all Ministry sites and service centres that are to be covered by the trespass notice will be specified on the notice. Trespass notices are valid for two years from the date they are issued.

Work and Income is committed to ensuring people subject to trespass notices continue to receive their correct entitlements. Once a trespass notice has been served, clients will be notified in writing and informed that they are no longer able to deal face to face with Work and Income staff. People are advised that in order to prevent a breach of the trespass notice, they should appoint an agent to act on their behalf when dealing with the Ministry.

Where no agent is willing to act on the person's behalf, or the person is not willing to have an agent, contact may be by telephone or email and Work and Income will work with the person to put in place alternative arrangements.

Clients who have been trespassed and those that pose a high risk to the safety of Ministry staff may be referred to the Remote Services. Remote Services provides specialist case management via phone, fax, email or mail. Where the person has no access to a telephone, contact may be made by letter instead. You can find more information regarding trespass notices, at the following link: www.workandincome.govt.nz/map/income-support/core-policy/agents/clients-served-with-trespass-notices-01.html.

Please see **Table One** in **Appendix One**, which provides the number of trespass notices and warning letters, broken down by each Service Centre in the Waikato region, for the period 1 June 2017 to 1 June 2022.

2. *The number of food grant applications that have been declined by the W&I offices in the Waikato area in the last 5 years.*

Special Needs Grants provide non-taxable, one-off recoverable or non-recoverable financial assistance to clients to meet immediate needs. If the client meets all qualifications, they may be able to receive a Special Needs Grant for food, if:

- the client or the client's immediate family (if any) has an immediate need to purchase food
- the client and the client's partner (if any) have no resources to meet that need, and would otherwise have to rely on a food bank, and
- the need for food or lack of resources to meet it, was caused by an essential expense that had to be met and which left insufficient money to buy food.

You can find more information regarding Special Needs Grants, at the following links:

- www.workandincome.govt.nz/map/income-support/extra-help/special-needs-grant/index.html, and
- www.workandincome.govt.nz/map/income-support/extra-help/special-needs-grant/food-01.html.

Please see enclosed the following two tables in **Appendix One**:

- **Table Two:** Number of hardship declines for food in the Waikato Work and Income region during the period 01 July 2016 to 31 May 2022, by financial year of decline and service centre.
- **Table Three:** Number of hardship grants for food in the Waikato Work and Income region during the period 01 July 2016 to 31 May 2022, by financial year of grant and service centre.

3. *The number of complaints filed against each W&I office in the Waikato area for the last 5 years.*

The Ministry endeavours to resolve any complaint immediately. All complaints are taken seriously and handled with immediate priority, whilst ensuring the client is treated with respect and in a professional manner. You can find more information regarding complaints, at the following link: www.msd.govt.nz/about-msd-and-our-work/contact-us/complaints/index.html.

Please see enclosed **Table Four** in **Appendix One**, which outlines the number of complaints in the Waikato Work and Income region during the period 01 January 2017 to 31 May 2022, broken down by Service Centre.

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 and attachments on the Ministry'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 regarding Work and Income offices in the Waikato region, 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.

Ngā mihi nui

Bridget Saunders

Bridget Saunders
**Manager, Issues Resolution
Service Delivery**

Appendix One.

Table One: The number of trespass notices and warning letters issue in the Waikato Region, for the period 1 June 2017 to 1 June 2022.

Service Centres (Waikato Region)	Trespass Notice	Warning Letter	Grand Total
2017	26	73	99
Cambridge Service Centre		2	2
Collections Unit Hamilton Site		1	1
Dinsdale Community Link	4	11	15
Five Cross Roads Community Link	1	3	4
Glenview Service Centre		1	1
Hamilton Central Community Link	6	11	17
Hamilton Contact Centre	5	7	12
Hamilton East Community Link	4	13	17
Huntly Community Link		2	2
Matamata Community Link	1	2	3
Morrinsville Service Centre		4	4
Ngaruawahia Community Link	2	4	6
Paeroa Community Link	1	3	4
Te Awamutu Community Link		4	4
Te Awamutu Super Centre		1	1
Thames Community Link	1	2	3
Waihi Community Link		1	1
2018	42	127	169
Cambridge Service Centre		1	1
Dinsdale Community Link	4	20	24
Five Cross Roads Community Link	6	15	21
Glenview Service Centre		6	6
Hamilton Central Community Link	9	15	24
Hamilton Contact Centre	6	6	12
Hamilton East Community Link	9	16	25
Huntly Community Link		3	3
Matamata Community Link		2	2
Morrinsville Service Centre	2	19	21
National Fraud Investigation Unit Central North Hub		1	1
Ngaruawahia Community Link		8	8
Paeroa Community Link	2	2	4
Te Awamutu Community Link	1	5	6
Te Awamutu Super Centre		2	2
Thames Community Link	3	5	8
Waihi Community Link		1	1

Table One continued:

Service Centres (Waikato Region)	Trespass Notice	Warning Letter	Grand Total
2019	53	147	200
Cambridge Service Centre		6	6
Dinsdale Community Link	1	5	6
Dinsdale Service Centre	1	3	4
Five Cross Roads Community Link	3	21	24
Five Cross Roads Service Centre	3	13	16
Glenview Service Centre	4	7	11
Hamilton Central Community Link	6	12	18
Hamilton Central Service Centre	7	7	14
Hamilton Contact Centre	6	6	12
Hamilton East Community Link	2	8	10
Hamilton East Service Centre	3	10	13
Huntly Community Link	2	8	10
Huntly Service Centre		6	6
Matamata Community Link		1	1
Morrinsville Service Centre		9	9
Ngaruawahia Community Link	1	1	2
Ngaruawahia Service Centre		7	7
Paeroa Community Link	3	1	4
Paeroa Service Centre		1	1
Te Awamutu Community Link		1	1
Te Awamutu Service Centre	3	1	4
Thames Community Link		3	3
Thames Service Centre	7	8	15
Waihi Community Link		1	1
Waihi Service Centre		1	1
2020	24	88	112
Cambridge Service Centre	1	3	4
Dinsdale Service Centre		12	12
Five Cross Roads Service Centre	1	9	10
Glenview Service Centre	1	3	4
Hamilton Central Service Centre	8	8	16
Hamilton East Service Centre	5	13	18
Huntly Service Centre	1	7	8
Matamata Service Centre		1	1
Morrinsville Service Centre		7	7
Ngaruawahia Service Centre		12	12
Te Awamutu Service Centre	1	4	5
Thames Service Centre	5	8	13
Waihi Service Centre	1	1	2

Table One continued:

Service Centres (Waikato Region)	Trespass Notice	Warning Letter	Grand Total
2021	11	87	98
Cambridge Service Centre	1	9	10
Dinsdale Service Centre		14	14
Five Cross Roads Service Centre	2	7	9
Glenview Service Centre	2	3	5
Hamilton Central Service Centre		19	19
Hamilton East Service Centre	2	5	7
Huntly Service Centre		3	3
Matamata Service Centre		2	2
Morrinsville Service Centre	1	4	5
Ngaruawahia Service Centre	1	7	8
Paeroa Service Centre		3	3
Te Awamutu Service Centre		5	5
Thames Service Centre	2	4	6
Waihi Service Centre		1	1
2022	14	46	60
Cambridge Service Centre		2	2
Dinsdale Service Centre	3	10	13
Five Cross Roads Service Centre	5	7	12
Glenview Service Centre		2	2
Hamilton Central Service Centre	5	6	11
Hamilton East Service Centre		5	5
Huntly Service Centre		2	2
Ngaruawahia Service Centre	1	5	6
Paeroa Service Centre		1	1
Te Awamutu Service Centre		3	3
Thames Service Centre		3	3
Grand Total	170	568	738

Table Two: Number of hardship declines for food in the Waikato Work and Income region during the period 01 July 2016 to 31 May 2022, broken down by financial year of decline and service centre.

Service Centre	Financial Year					
	June 2017	June 2018	June 2019	June 2020	June 2021	May 2022
Cambridge	9	15	12	24	99	48
Dinsdale	168	141	78	216	237	231
Five Cross Roads	237	222	216	402	243	222
Glenview	60	96	132	171	126	84
Hamilton	63	90	147	168	189	210
Hamilton East	123	114	96	234	261	141
Huntly	54	87	84	168	126	114
Matamata	15	24	21	21	24	39
Morrinsville	45	42	27	81	117	51
Ngaruawahia	81	48	45	99	120	36
Paeroa	6	27	30	39	36	27
Te Awamutu	33	54	48	102	108	45
Thames	45	78	27	84	102	69
Waihi	21	15	21	45	39	36
Waikato Total	966	1,056	987	1,848	1,827	1,353

Table Three: Number of hardship grants for food in the Waikato Work and Income region during the period 01 July 2016 to 31 May 2022, broken down by financial year of grant and service centre.

Service Centre	Financial Year					
	June 2017	June 2018	June 2019	June 2020	June 2021	May 2022
Cambridge	528	537	378	393	426	513
Dinsdale	5,439	4,536	5,883	6,156	3,096	3,879
Five Cross Roads	6,900	6,261	6,420	6,210	3,384	4,167
Glenview	1,734	1,581	1,959	1,878	1,122	1,263
Hamilton	2,838	2,721	2,910	4,182	3,969	5,661
Hamilton East	1,977	1,755	2,298	2,862	2,031	2,292
Huntly	2,301	1,542	1,206	1,860	948	1,050
Matamata	585	492	369	462	471	501
Morrinsville	519	432	381	720	633	486
Ngaruawahia	1,620	1,335	1,377	1,074	570	498
Paeroa	339	270	270	318	198	477
Te Awamutu	1,287	1,176	1,434	1,986	1,587	1,476
Thames	918	723	543	759	780	954
Waihi	894	789	711	801	531	639
Waikato Total	27,885	24,153	26,139	29,658	19,743	23,859

Notes for Table Two and Three:

- This is a count of declines and grants not a count of clients.
- Clients with more than one decline or grant in a period will be counted more than once.
- The 2022 year only has data up to 31 May 2022.
- 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.

Table Four: Number of complaints in the Waikato Work and Income region during the period 01 January 2017 to 31 May 2022, broken down by service centre.

Service centre	Total complaints
Matamata Community Link	44
Morrinsville Service Centre	112
Ngaruawahia Community Link	109
Hamilton Central Community Link	462
Waihi Community Link	70
Te Awamutu Community Link	143
Cambridge Service Centre	83
Five Cross Roads Community Link	536
Hamilton East Community Link	199
Huntly Community Link	188
Dinsdale Community Link	398
Paeroa Community Link	50
Glenview Service Centre	207
Thames Community Link	187
Waikato Regional Office	176
Waikato Region total	2,964