



22 November 2022

Tēnā koe

On 11 October 2022, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

Although the Board currently receives information from the Kaiwhakaoranga Specialist Case Management Service on the number of people who are receiving support from the Service, we are aware that the Kaiwhakaoranga Service is voluntary where members of the affected community opt-in.

The Board believe there may be some people within the affected community who are unaware of the Kaiwhakaoranga Service or the support services available to them.

We would therefore like to understand whether MSD holds information that it has not been able to make available to the Kaiwhakaoranga Service.

To help the Board with its work programme, the following information is being requested:

- *How does MSD define 'affected whānau, survivors and witnesses'?*
- *What services are offered by MSD to the 'affected whānau, survivors and witnesses'?*
- *How are these services funded and how long is the funding in place for?*
- *What criteria is used to determine who can access support?*
- *How are support hours / funding allocated to the 'affected whānau, survivors and witnesses'?*
- *How many have accessed support from MSD since 15 March 2019 who are from the bereaved families, injured, present in the masjid, witnesses?*

- *How many from the bereaved families, injured, present in the masjid, witnesses are currently receiving support from MSD and what form does this support take (direct counselling, funding etc)?*
- *What is the average number of sessions they are receiving?*
- *How many have ended the services they are receiving? Why have they chosen to do this?*
- *How many staff do you have who provide services to the 'affected whānau, survivors and witnesses'?*
- *How many of these staff are Muslim?*
- *Do you have any Muslim counsellors? How many?*
- *How do you measure the effectiveness of your services to the bereaved families, injured, present in the masjid, witnesses?*

For clarity, I will address each section of your request in turn. Some sections are grouped together.

- *How does MSD define 'affected whānau, survivors and witnesses'?*

Clients in the Kaiwhakaoranga Service self-identify, and the Ministry notes the relationship to the terrorist attack of 15 March 2019 from this self-identification. For the purposes of the Kaiwhakaoranga Service, we do not ask for verification of the disclosed relationship. The Kaiwhakaoranga Service is provided to members of the affected community regardless of the relationship to the attack.

The table in **Appendix One**, attached, sets out the definitions of the affected whānau, survivors and witnesses and notes limitations to this data.

- *What services are offered by MSD to the 'affected whānau, survivors and witnesses'?*

As you are aware, the Ministry provides a dedicated case management service based in the Canterbury region for the affected community. This is known as the Kaiwhakaoranga Specialist Case Management Service (Kaiwhakaoranga Service). The Kaiwhakaoranga Service provides one point of contact to facilitate access to a wide range of services and supports for the affected community. This includes help to access supports for employment, housing, financial assistance, health and wellbeing, professional services as well as social and community groups.

Please refer to **Appendix Two** for further details of the services provided by the Kaiwhakaoranga Service and **Appendix Three** for details of the over 40 Service Providers that the Kaiwhakaoranga Service works with to deliver services to the affected community.

This also includes access to the Ministry's wide range of products and services. All of the Ministry's products and services are outlined on the Work and Income Manuals and Procedures (MAP) website, at the following link: www.workandincome.govt.nz/map/.

Each assistance type has differing qualifying criteria outlined in legislation and policy - for example, the Social Security Act 2018 - and can include criteria such as income and asset testing or residency requirements. Eligibility is determined on a case-by-case basis depending on the client's circumstances. The eligibility criteria for each assistance type is also outlined on the Work and Income MAP website.

- *How are these services funded and how long is the funding in place for?*

The Ministry's range of products and services is funded through Crown funding. The estimated appropriation for Social Development is calculated every financial year through the Budget and is available on The Treasury's website, here: www.treasury.govt.nz/publications/estimates/vote-social-development-social-services-and-community-sector-estimates-appropriations-2022-23.

The Ministry's actual spend for our products and services is available on the Ministry's website as part of our Annual Report. The most recent report for the financial year 2021/22 is available, here: www.msd.govt.nz/about-msd-and-our-work/publications-resources/corporate/annual-report/.

The Kaiwhakaoranga Service is funded by the Crown and is currently funded until the middle of 2023.

- *What criteria is used to determine who can access support?*

As noted above, eligibility criteria for the Ministry's assistance is determined on a case-by-case basis depending on the client's circumstances. The eligibility criteria is outlined on the MAP website for each individual assistance type.

The Kaiwhakaoranga Service is a voluntary service available to those affected by the 15 March Terror Attacks, which people can opt in and out of.

- *How are support hours / funding allocated to the 'affected whānau, survivors and witnesses'?*

Clients may access the Kaiwhakaoranga Service as required for their individual circumstances – there are no set allocated support hours or specified allocated funding per individual, whānau, survivors or witnesses.

- *How many have accessed support from MSD since 15 March 2019 who are from the bereaved families, injured, present in the masjid, witnesses?*

As at 18 October 2022, to the best of our ability, the Ministry estimates that over 600 adults in total have accessed the Kaiwhakaoranga Service at some point in time. Of this total, the Ministry estimates approximately 280 adults have self-identified as bereaved whānau, injured, present in the masjid or witnesses. Please refer to the definitions provided in **Appendix One** and note the limitations of this data.

The Kaiwhakaoranga Service is an opt in, opt out service and as such the Ministry is likely to have provided or is providing other support to affected community members who are no longer in the Kaiwhakaoranga Service or have never been in the service, through normal Ministry channels. However we are unable to identify these individuals as they have not opted in to services or self-identified, though this information may be held in individual case file notes.

In order to provide you with this information, Ministry staff would have to manually review a substantial number of files to assess clients who are receiving support and are affected community members not opted-in to the Service. As such, I refuse your request under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

- *How many from the bereaved families, injured, present in the masjid, witnesses are currently receiving support from MSD and what form does this support take (direct counselling, funding etc)?*
- *What is the average number of sessions they are receiving?*

As at 18 October 2022, to the best of our ability, the Ministry estimates that there are approximately 220 adults who have identified that they are bereaved whānau, injured, present, or witnesses and are supported by the Ministry-led Kaiwhakaoranga Service. Please refer to the definitions provided in **Appendix One** and note the limitations of this data.

In terms of support provided, the Kaiwhakaoranga Service is an Integrated Case Management model comprising dedicated case managers from the Ministry, ACC and Immigration New Zealand as well as a work broker. The Kaiwhakaoranga Service provides one point of contact to facilitate access to a wide range of services and supports. This includes help to access supports for employment, housing, financial assistance, health and wellbeing, professional services as well as social and community groups.

Please refer to **Appendix Two** for further details of the services provided by the Kaiwhakaoranga Service and **Appendix Three** for details of the over 40

Service Providers that the Kaiwhakaoranga Service works with to deliver services to the affected community.

As noted in the previous section of your request, the Kaiwhakaoranga Service is an opt in, opt out service and as such the Ministry is likely to have provided or is providing other support to affected community members who are no longer in the Kaiwhakaoranga Service or have never been in the service, through other Ministry channels. We are unable to identify these individuals as they have not opted in to services or self-identified, though this information may be held in individual case file notes. As such, this section of your request is also refused under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

Counselling

Neither the Ministry nor the Kaiwhakaoranga Service provide direct counselling. For those individuals/whānau who require counselling, Kaiwhakaoranga Case Managers will refer them to a number of organisations, including but not limited to Purapura Whetu Muslim Wellbeing Ōtautahi, Victim Support, Te Whatu Ora, and General Practitioners. Information on accessing mental health and wellbeing support is also provided in the Kaiwhakaoranga Pānui. For further information on how many people accessing counselling we suggest that you contact the providers of these services directly.

Whilst the Ministry does not provide direct counselling, this may be funded under Disability Allowance (DA). Eligibility for DA is assessed on a case-by-case basis. The criteria is outlined on the Work and Income MAP website, at the following link: www.workandincome.govt.nz/map/income-support/extra-help/disability-allowance/qualifications.html.

As at 18 October 2022, the Ministry had not identified anyone currently receiving counselling funded through DA who is also part of the Kaiwhakaoranga Service.

- *How many have ended the services they are receiving? Why have they chosen to do this?*

The Ministry has interpreted this section of your request to be in relation to clients ending their participation in the Kaiwhakaoranga Service and their reasons for exiting the service.

As noted above, the Kaiwhakaoranga Service is an opt in and opt out service so we often see families leave and rejoin the Kaiwhakaoranga Service as they please. The Ministry does not routinely collect reportable data on the reasons

that an individual is no longer part of the Kaiwhakaoranga Service, however in the spirit of being helpful, anecdotally we can advise that the key reasons for leaving the service include:

- The family or individual have no needs that require support,
- The family or individual only required assistance for a one-off short term need,
- The family or individual are now overseas,
- The individual has since passed away,
- The individual was a family member temporarily visiting from overseas and was in receipt of a Mosque Welfare Payment and has now returned overseas,
- The family or individual has relocated within New Zealand and prefers to work directly with their local MSD office.

We note that the number of people who have chosen to leave the Kaiwhakaoranga Service is minimal. Those who have left the Kaiwhakaoranga Service can opt back into the service and be assigned a dedicated Case Manager, even if they reside overseas.

Prior to the release of the Royal Commission of Inquiry and enhancement of the service, the Kaiwhakaoranga Service periodically engaged with families and individuals to ascertain whether they still had a need to receive full case management. Following a conversation, where it was determined that there were no current needs and it was considered an appropriate course of action, the family/whānau were transitioned from full Kaiwhakaoranga Service case management. Families and individuals were advised at the time that they were able to contact the Kaiwhakaoranga Service at any time should they have further needs and many have done so

Since the release of the Royal Commission of Inquiry, and the enhancement and expansion of the Service, the Kaiwhakaoranga Service has been broadly communicated through a variety of channels. This has seen a number of families/individuals rejoin the Kaiwhakaoranga Service and some people from the wider whānau and community join for the first time. More recently, the Kaiwhakaoranga Service has been recommunicated through the victims lists held by the Department of the Prime Minister and Cabinet (DPMC) and Victim Support.

- *How many staff do you have who provide services to the 'affected whānau, survivors and witnesses'?*
- *How many of these staff are Muslim?*

There are currently at least 13 Ministry staff providing direct support to the affected whānau, survivors and witnesses as part of the Kaiwhakaoranga Service. In addition, the service is supported by a variety of other specialist roles, such as Canterbury regional staff, housing support, community support,

family violence and health teams, regional labour market teams and capability developers, as well as support from wider Ministry networks including, but not limited to, Ministry Leadership, policy teams, contact centres and service centres.

Regarding the religion of these staff members, this section of your request is refused 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.

- *Do you have any Muslim counsellors? How many?*

As noted above, the Ministry does not provide counselling services directly. As such, this part of your request is refused under section 18(g) of the Act as the information you had requested is not held by the Ministry and I have no grounds to believe that the information is either held by or closely connected to the functions of another department, Minister of the Crown or organisation.

- *How do you measure the effectiveness of your services to the bereaved families, injured, present in the masjid, witnesses?*

The Ministry considers the effectiveness of the Kaiwhakaoranga Service provided to the bereaved, injured, present in the masjid and witnesses to be based on the outcomes achieved and feedback received from the families we are working with. These outcomes could include individuals entering employment, families settling into stable and sustainable housing, or the provision of financial assistance.

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, 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



Graham Allpress
Group General Manager
Client Service Delivery

Appendix One

Table One - Definitions of relationships/connections on the day of 15 March 2019 as self-identified by the individuals and whānau from the affected community. The self-disclosed relationship or connection is not verified as the Service is available to all those from the affected community who feel they need it.

Relationship	Definition
Widow / Widower	Widow/widower of Shaheed
Injured	Gun-shot wounded / injured
Witness / Present / Survivor	At Al Nur or Linwood Mosques or in the vicinity of and witnessed events of 15 March 2019
Bereaved	Immediate whānau of Shaheed
Whānau	Immediate and wider whānau of widow / widower, injured, witness / present / survivor Wider whānau of bereaved

Please see the table below for the definitions of immediate and wider whānau:

Immediate whānau	Wider whānau
<ul style="list-style-type: none"> • Spouse or partner • Parents • Children • Siblings (including step-whānau) • In-laws (parents, brother, sister). 	<ul style="list-style-type: none"> • Grandparents • Grandchildren • Aunts, uncles • Nieces, nephews • Cousins

Note:

- Relationships/connections on the day of 15 March 2019 are self-identified by the individuals and whānau from the affected community. These relationships are not a reflection of service level provided or impact to individuals.

- Some individuals may have more than one relationship to 15 March 2019, however will only be counted once e.g. Bereaved may also be a witness.

Appendix Two - List of Kaiwhakaoranga Services



List of Services

The Kaiwhakaoranga Intensive Case Management Service provides help directly or by supporting access to a range of services, including but not limited to the following:



Employment

- Help with job applications - CV, cover letter
- Support to develop an employment plan
- Training and upskilling for employment pathways
- Interview skills and job preparation
- Support to get NZQA qualification recognition



Housing

- Support to access private rentals
- Support to access pathways to home ownership
- Support to apply for public housing including completing a housing assessment
- Support finding temporary housing solutions



Financial

- Work and Income benefits
- MSD Accommodation Supplement
- IRD Tax Credits
- ACC Payments
- Self-employment flexi wage
- Supporting access to budgeting and financial planning support





Health and Wellbeing

Support to access:

- Counselling and mental health support
- ACC health and wellbeing support
- Medical professionals e.g. GPs, Nurses, Dentists
- Well child and public health programmes



Social and Community

Support to access:

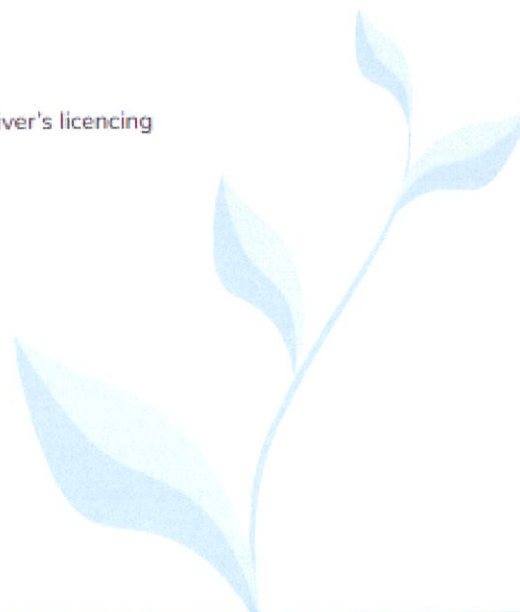
- General interest groups
- Sports and team activities
- Volunteering



Professional

Support to access or help with:

- Immigration processes
- Legal advice
- Victim support
- Education pathways, such as ESOL Driver's licencing



Appendix Three - List of Kaiwhakaoranga service providers



List of Agencies

The Kaiwhakaoranga Service works with over 40 service providers to deliver services to the Community³.

Employment

- MSD – Work Brokers etc
- Red Cross – Pathways to Employment
- Workbridge
- Careers NZ
- Connected
- Skills Connect

Housing

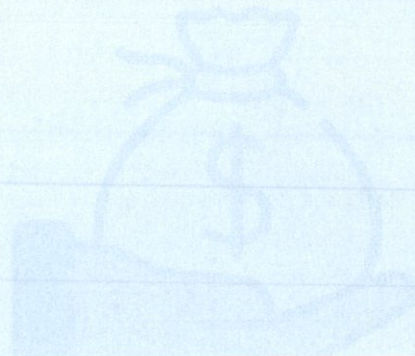
- MSD
- Kāinga Ora
- Ōtautahi Community Housing Trust VisionWest
- Comcare
- Emerge Aotearoa
- Christchurch Methodist Mission
- Tenants Protection Association
- Community Energy Action
- NZ Fire Service
- Emergency Housing Providers
- Private landlords
- Lending institutes

³ Note: This list is not exhaustive. The Service is responsive to the needs of the community and will contact the relevant agency required to meet individual needs for members of the affected community.



Financial Support

- MSD
- ACC
- Inland Revenue
- Christchurch Budget Service
- Kingdom Resources
- Rotary
- Mayor's Welfare Fund
- Victim Support
- Christchurch Foundation
- Foodbanks
- Refugee Family Reunification Trust



Health and Wellbeing

- Afiya Group Counselling (PPW & CRS)
- Partnership Community Workers (Pegasus Health)
- Purapura Whetu
- Christchurch Resettlement Services (CRS)
- Community and Public Health
- Primary health carers (e.g. GP, Physio, Vaccination Centres)
- ACC
- Victim Support
- MSD
- Community Connectors (CRS, CRRRC)
- Mana Ake
- Te Whata Ora Waitaha





Social and Community Cohesion

- Christchurch Resettlement Services (CRS)
- Purapura Whetu (PPW)
- Hagley College
- Canterbury Refugee Resettlement and Resource Centre (CRRRC)
- NZ Red Cross
- Shakti Women's Refuge
- Aviva Women's Refuge
- Ministry of Ethnic Communities NZ Police
- Community Connectors (CRS, CRRRC)
- Refugee Family Reunification Trust
- International Organisation of Migration
- Refugee Family Reunification Trust
- Sports groups
- Metro (public transport)



Education and Training

- MSD
- Peeto
- Hagley College
- Literacy Aotearoa
- Nga Maata Waka
- Salvation Army Driving Programme
- Mainland Driving School
- Ara
- University of Canterbury





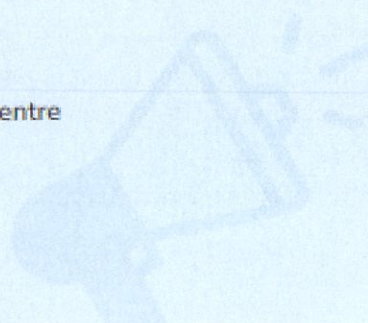
Whānau

- Ministry of Education
- Mana Ake
- Childcare Centres
- Oranga Tamariki



Advocacy

- Christchurch Resettlement Services
- Navigate your Way
- Canterbury Refugee Resettlement and Resource Centre
- Purapura Whetu
- Tenants Protection Association
- Beneficiary Advisory Service
- Members of Parliament (MP Secretaries)



Legal

- Community Law Centre Citizens Advice Bureau
- NZ Police
- Ministry of Justice
- Public Trust
- Immigration NZ
- Licenced Immigration Advisors

