



3 April 2023

Tēnā koe

On 6 March 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *I would like to submit an OIA for Red Cross' annual report on their pathways to employment contract for the last 10 years (or less). I am interested to know about the kind of information included in the reports and the successes of the pathway to the employment contract.*

The Ministry emailed you on 9 March 2023 and provided you with a link to the Red Cross annual report:

[www.redcross.org.nz/assets/Uploads/Files/About-Us/News/Reports-and-publications/New-Zealand-Red-Cross-Annual-Report-2022.pdf](http://www.redcross.org.nz/assets/Uploads/Files/About-Us/News/Reports-and-publications/New-Zealand-Red-Cross-Annual-Report-2022.pdf)

The Ministry noted that it contracts Red Cross to provide the Pathways to Employment programme to help those with a refugee background prepare for, and achieve, sustainable employment. Assistance includes access to appropriate skills training courses and work brokerage services to help match refugees to jobs, information is available here:

[www.msd.govt.nz/about-msd-and-our-work/work-programmes/community/refugees-and-migrants.html](http://www.msd.govt.nz/about-msd-and-our-work/work-programmes/community/refugees-and-migrants.html)

The Ministry also noted your request was broad in scope and recommended you refine your request, for example, by requesting the Ministry's employment efforts for refugees and by narrowing the time period, noting 10 years of data is a substantial request.

On 9 March 2023, you replied and refined your request to:

- 1. Information on the Ministry's employment efforts for refugees for the past 3 years.*
- 2. If possible, I would like to also get the aggregate figures of refugees receiving government benefit in the past 3 years.*

In the interests of clarity, I will respond to your requests in turn.

- 1. Information on the Ministry's employment efforts for refugees for the past 3 years.*

Work and Income engages with refugees as soon as they are settled at the Mangere Refugee Resettlement Centre. Information is provided (and translated) to all refugees on Work and Income's products and services such as job search, financial and housing assistance.

Work and Income's job search assistance includes providing refugees with information on job seeking and skills-training assistance available to them in New Zealand and helping them complete jobseeker profiles.

The Ministry's main service provision regarding employment for refugees is through the Pathways to Employment programme to assist people with a refugee like background become work-ready and gain sustainable employment.

For your information, a summary of the last three years of performance for the Pathways to Employment programme is attached:

- Pathways to Employment Summary for the financial year 1 July 2019 to 30 June 2020, Ministry of Social Development contract with Red Cross New Zealand.
- Pathways to Employment Summary for the financial year 1 July 2020 to 30 June 2021, Ministry of Social Development contract with Red Cross New Zealand.
- Pathways to Employment Summary for the financial year 1 July 2021 to 30 June 2022, Ministry of Social Development contract with Red Cross New Zealand.

Please note that all the numbers on the summaries refer to all working age clients who were assisted. The figures do not include all family members of those receiving assistance. Please also note that the summaries are people who entered the course for that year but might have migrated to New Zealand in earlier years.

The Ministry specifically contracts Red Cross to provide the Pathways to Employment programme to help qualifying refugees who are receiving a Work

and Income benefit in all 13 settlement locations, to prepare for and achieve sustainable employment. Assistance includes access to appropriate skills training courses and work brokerage services to help match refugees to jobs. More information is available on the Ministry's website:

[www.msd.govt.nz/about-msd-and-our-work/work-programmes/community/refugees-and-migrants.html](http://www.msd.govt.nz/about-msd-and-our-work/work-programmes/community/refugees-and-migrants.html)

The Red Cross is a separate agency to the Ministry. If you require any further information about Red Cross's work supporting refugees, I suggest you contact them directly.

The Ministry may also be able offer funding and support to help with short-term pre-employment or in-work training if candidates (including refugees) need industry specific skills for a job through Skills for Industry programmes. You can read more about Skills for Industry at the following link:

[www.workandincome.govt.nz/employers/subsidies-training-and-other-help/skills-for-industry.html](http://www.workandincome.govt.nz/employers/subsidies-training-and-other-help/skills-for-industry.html)

You may be interested to know that during 2022, the Ministry's Industry Partnerships team contracted with the New Zealand Business Association (NZBA) on a pilot basis for 35 refugee placements into the Ministry's employer partners and Skills for Industry Programmes at a cost of \$1,256.08 per placement under a Fee for Service Contract. This pilot supported 22 refugees into employment.

In assessing this pilot, the Ministry determined this outcome was not a sustainable model for NZBA to deliver and decided to proceed on a purely partnership/network/connection basis, rather on a contract basis.

Many of the Ministry's community partners are engaged in employment related capability building, education and training programmes and workshops, personal and group mentoring, and vocational development – all supporting the movement of individuals (including refugees) into sustainable employment. This may involve, for example, providing interpreting and translation assistance, teaching people to communicate effectively in English, promoting effective parenting, building financial management skills, assisting with achievement of a full NZ driving licence, finding a job that matches existing qualifications and experience, and helping with the making of community connections and the building of social capital.

The Ministry's E Tū Whānau community-based kaimahi also partner closely with Work and Income (Work Brokers), to develop and foster work experience and employment pathways. This function within Work and Income has strong relationships and networks with employers, industry, community groups, and other key employment related stakeholders throughout the country.



Should you want to discuss this mahi, please contact Heni Turner, Manager, E Tū Whānau at the Ministry, for more information about this work [Heni.Turner003@msd.govt.nz](mailto:Heni.Turner003@msd.govt.nz).

Please note that the Ministry of Business, Innovation and Employment also offer services to refugees which may be of interest to you.

*2. If possible, I would like to also get the aggregate figures of refugees receiving government benefit in the past 3 years.*

I am unable to provide you with information on total figures of refugees receiving government benefits as it is held in notes on individual case files. In order to provide you with this information, Ministry staff would have to manually review a substantial number of files. 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.

However, in the spirit of being helpful, we are providing a table with the number of refugee reestablishment grants.

**Table One:** Number of refugee re-establishment grants, distinct number of clients and total amount granted from 1 January 2020 to 31 December 2022

<b>Calendar year</b>	<b>Number grants</b>	<b>of</b>	<b>Number clients</b>	<b>of</b>	<b>Amount Granted</b>
<b>2020</b>	582		240		\$267,448.20
<b>2021</b>	963		243		\$700,909.11
<b>2022</b>	5,400		1,371		\$4,724,922.19
<b>Total</b>	<b>6,945</b>		<b>1,731</b>		<b>\$5,693,279.50</b>

Notes for Table One:

- Refugee Re-Establishment Grants include Re-Establishment Refugee (Accommodation) and Re-Establishment Refugee (Other).
- Amount granted is not necessarily the amount spent.
- A client can receive multiple Refugee Re-Establishment grants in any given period. A client can also appear across multiple periods.
- The total for the number of clients will differ when adding up the totals of each calendar year as a client can receive a grant across multiple calendar years.
- A client can receive both Re-Establishment Refugee (Accommodation) and Re-Establishment Refugee (Other).

- A total maximum of \$5000 can be paid for the qualifying person and their immediate family. A client can receive multiple grants to make up the maximum amount.
- Within that total maximum of \$5000, a maximum of \$3500 can be paid for accommodation costs.
- When the applicant has more than 2 dependent children, the maximum of \$5000 is increased by \$100 for each additional dependent child.
- 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.

You can read more about re-establishment grants at the following link:  
[www.workandincome.govt.nz/products/a-z-benefits/re-establishment-grant.html](http://www.workandincome.govt.nz/products/a-z-benefits/re-establishment-grant.html)

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](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response about the Ministry's role in supporting refugees into employment, 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

A handwritten signature in blue ink, appearing to read 'Carter', is positioned above the printed name.

Shane Carter  
**Director**  
**Partnerships and Services**

# Pathways to Employment

## 2019/20 SUMMARY

1 July 2019 – 30 June 2020

Ministry of Social Development contract



NEW ZEALAND  
**RED CROSS**  
RIPEKA WHERO AOTEAROA

Throughout all Covid-19 Alert Levels Red Cross P2E continued service delivery. This was adapted to meet government guidelines which ensured staff and client safety and wellbeing while achieving performance measures and outcomes.

The goal is 100% achievement of the 2019/20 service volume, employment outcomes and performance measures. AJS refers to active job seekers and DJS, developing job seekers.

### SERVICE VOLUME



#### 8 REGIONS

Auckland, Hamilton, Palmerston North, Wellington, Nelson, Christchurch, Dunedin and Invercargill



**833** new clients, **102%** of annual target

#### 363 ACTIVE JOB SEEKERS

42% female, 58% male; 61% 18-35 years

#### 470 DEVELOPING JOB SEEKERS

51% female, 49% male; 61% 18-35 years

### EMPLOYMENT OUTCOMES



**158** AJS clients

**109%** of annual target, employed for **more than 15 hours per week**; **no longer MSD beneficiaries**



**125** AJS clients

**171%** of annual target, placed in employment are supported to **remain in employment** for **91 days or more**



**47** AJS clients, **247%** of annual target, off benefit & started **full time study**

### PERFORMANCE MEASURES



**458** DJS clients

**101%** of annual target, participated in **employment workshop**



**330** AJS clients

**91%** of annual target, have a **P2E plan**



**348** AJS clients

**102%** of annual target, have an **up to date CV**



**113** AJS clients

**93%** of annual target, engaged in volunteering, casual work or other paid employment of **less than 15 hours per week**

### PROGRAMME FUND & OTHER TRAINING ACTIVITIES



**380** clients participated in extra **training initiatives** to enhance their employment opportunities – this training includes MSD Programme Fund support





# Pathways to Employment

## 2020/21 SUMMARY

1 July 2020 – 30 June 2021

Ministry of Social Development contract



The goal is 100% achievement of the 2020/21 service volume, employment outcomes and performance measures. AJS refers to active job seekers and DJS, developing job seekers.

Due to Covid-19 travel restrictions and border closures resettlement into New Zealand is currently reduced. This has limited the number of DJS clients joining P2E.

### SERVICE VOLUME



#### 10 REGIONS

Auckland, Hamilton, Palmerston North, Wellington, Blenheim, Nelson, Christchurch, Timaru, Dunedin and Invercargill



**466** new clients

#### 364 ACTIVE JOB SEEKERS

44% female, 66% male; 53% 18-35 years

#### 102 DEVELOPING JOB SEEKERS

49% female, 51% male; 66% 18-35 years

### EMPLOYMENT OUTCOMES



**190** AJS clients

**103%** of annual target, employed for **more than 15 hours per week**; **no longer MSD beneficiaries**



**121** AJS clients

**110%** of annual target, placed in employment are supported to **remain in employment** for **91 days or more**



**90** AJS clients

**141%** of annual target, placed in employment are supported to **remain in employment** for **182 days or more**



**27** AJS clients, **129%** of annual target, off benefit & started **full time study**

### PERFORMANCE MEASURES



**91** DJS clients

**34%** of annual target, participated in **employment workshops**



**109** DJS+ clients

**109%** of annual target, participated in **DJS+ workshops**



**354** AJS clients

**94%** of annual target, have a **P2E plan**



**339** AJS clients

**95%** of annual target, have an **up to date CV**



**141** AJS clients

**112%** of annual target, engaged in volunteering, casual work or other paid employment of **less than 15 hours per week**

### PROGRAMME FUND & OTHER TRAINING ACTIVITIES



**308** clients participated in extra **training initiatives** to enhance their employment opportunities – this training includes MSD Programme Fund support





# Pathways to Employment

## 2021/22 SUMMARY

1 July 2021 – 30 June 2022

Ministry of Social Development contract



NEW ZEALAND  
**RED CROSS**  
RIPEKA WHERO AOTEAROA

The goal is 100% achievement of the 2021/22 service volume, employment outcomes and performance measures. AJS refers to active job seekers and DJS, developing job seekers.

Due to Covid-19 travel restrictions and border closures resettlement into New Zealand is currently reduced. This has limited the number of DJS clients joining P2E.

### SERVICE VOLUME



#### 12 REGIONS

Auckland, Hamilton, Palmerston North, Masterton, Wellington, Blenheim, Nelson, Christchurch, Ashburton, Timaru, Dunedin and Invercargill



**774** new clients

**389 ACTIVE JOB SEEKERS**

**263 DEVELOPING JOB SEEKERS**

**122 DEVELOPING JOB SEEKERS PLUS**

### EMPLOYMENT OUTCOMES



**190** AJS clients

**91%** of annual target, employed for **more than 15 hours per week**; **no longer MSD beneficiaries**



**109** AJS clients

**87%** of annual target, placed in employment are supported to **remain in employment** for **91 days or more**



**91** AJS clients

**121%** of annual target, placed in employment are supported to **remain in employment** for **182 days or more**



**30** AJS clients, **144%** of annual target, off benefit & started **full time study**

### PERFORMANCE MEASURES



**P2E**

**262** DJS clients

**77%** of annual target, participated in **employment workshops**



**DJS+**

**122** DJS+ clients

**43%** of annual target, participated in **DJS+ workshops**



**354** AJS clients

**85%** of annual target, have a **P2E plan**



**274** AJS clients

**92%** of annual target, have an **up to date CV**



**137** AJS clients

**105%** of annual target, engaged in volunteering, casual work or other paid employment of **less than 15 hours per week**

### PROGRAMME FUND & OTHER TRAINING ACTIVITIES



**284** clients participated in extra **training initiatives** to enhance their employment opportunities – this training includes MSD Programme Fund support

