



21 March 2024

Tēnā koe

Official Information Act request

Thank you for your email of 13 February 2024, requesting information about Foodbank Aotearoa New Zealand.

I have considered your request under the Official Information Act 1982 (the Act). Please find attached three email chains and a *Redeployment Support Service Early Response Team* flyer, in scope of your request.

You will note there are some emails dated 6 to 10 December 2023 included in this response which were not provided to you as part of the Ministry of Social Development's (the Ministry) prior response to your previous request made on 11 December 2023. These emails were missed during the scoping of your previous request, as a result of human error. I apologise for this oversight, and for any inconvenience this may have caused you.

Please note that contact details of Ministry staff have been withheld under section 9(2)(a) of the Act, to protect their privacy. Internal Ministry communications have been redacted as out of scope of your request. If this was not the intention of your request, please contact us again.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

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 my decision on your request, 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

pp.

Magnus O'Neill
General Manager
Ministerial and Executive Services

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: Lee-Ann McArthur

Sent: Wednesday, 6 December 2023 4:33 pm

To: Jenny Clark <[REDACTED]@msd.govt.nz>; Karina <Karina@foodbankanz.org.nz>

Subject: RE:

Thank you, Jenny.

I have left a message on your phone earlier today, Karina.

I have attached some information about our service.

Kind regards

Lee McArthur | EARLY RESPONSE WORK BROKER | MINISTRY OF SOCIAL DEVELOPMENT

Phone – [REDACTED]



From: Jenny Clark <[s9\(2\)\(a\)@msd.govt.nz](mailto:s9(2)(a)@msd.govt.nz)>
Sent: Wednesday, 6 December 2023 4:18 pm
To: Karina <Karina@foodbanknz.org.nz>
Cc: Lee-Ann Mcarthur <[s9\(2\)\(a\)@msd.govt.nz](mailto:s9(2)(a)@msd.govt.nz)>
Subject:

IN-CONFIDENCE

Kia Ora Karina

Anne Galloway has left a message and asked me to contact you.

So sorry to hear you will be closing and would like us to meet with your staff,

My colleague Lee-ann is part of the early response team and will come with me,

Please let me know when a good time is to meet with you

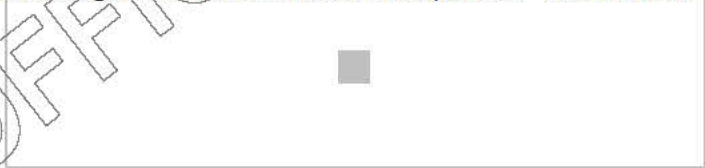
Kind regards, **Nga mihi**

Jenny Clark – Employment Co-ordinator

Phone: [s9\(2\)\(a\)](tel:s9(2)(a)) | DDI: [\(a\)](tel:s9(2)(a)) | Mobile [\(a\)](tel:s9(2)(a))

Linwood Community Link, Christchurch

MSD logo with mana manaaki koru pattern - cool colours



OFFICIAL INFORMATION ACT

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: Lee-Ann Mcarthur
Sent: Friday, 15 December 2023 10:11 am
To: Karina <Karina@foodbankanz.org.nz>
Subject: RE: RE:

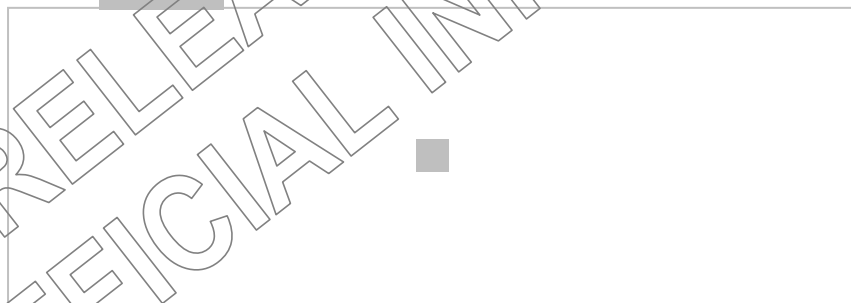
Hi Karina

I hope that you are well.
Are you able to give me a quick call when you are free.

I just wanted to have a quick catch up re Jan.

Kind regards

Lee McArthur | EARLY RESPONSE WORK BROKER | MINISTRY OF SOCIAL DEVELOPMENT
Phone – s9(2)(a)



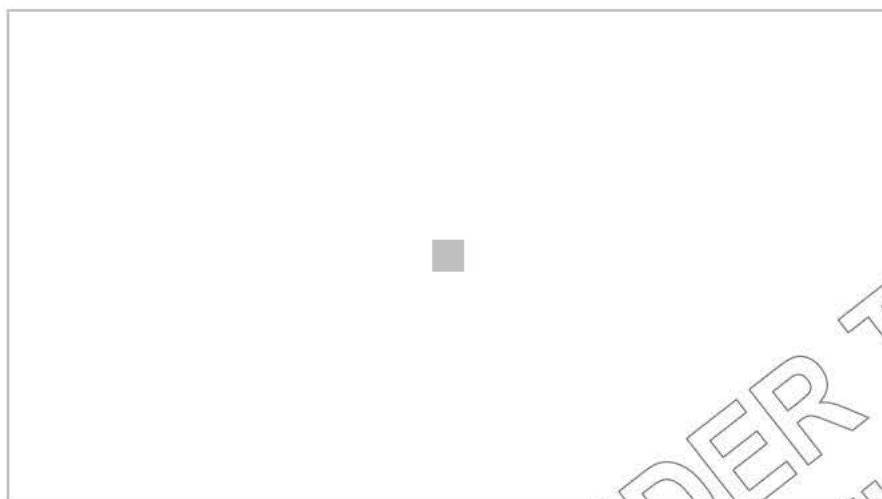
From: Karina <Karina@foodbankanz.org.nz>
Sent: Thursday, 7 December 2023 8:54 am
To: Jenny Clark <s9(2)(a) [@msd.govt.nz](mailto:msd.govt.nz)>
Cc: Lee-Ann Mcarthur <s9(2)(a) [@msd.govt.nz](mailto:msd.govt.nz)>
Subject: Re: RE:

IN-CONFIDENCE

Jenny,

That sounds great, thanks! I will let the staff know that you are coming.

Cheers,
-Karina



From: Jenny Clark <[s9\(2\)\(a\)@msd.govt.nz](mailto:s9(2)(a)@msd.govt.nz)>
Sent: Thursday, December 7, 2023 8:48 AM
To: Karina <Karina@foodbankanz.org.nz>
Cc: Lee-Ann Mcarthur <[s9\(2\)\(a\)@msd.govt.nz](mailto:s9(2)(a)@msd.govt.nz)>
Subject: RE:

You don't often get email from [s9\(2\)\(a\)@msd.govt.nz](mailto:s9(2)(a)@msd.govt.nz). [Learn why this is important](#)

IN-CONFIDENCE

Hi Karina
We can meet with your team on Wednesday 13th at 1 pm , if this isn't convenient please let me know

Jenny

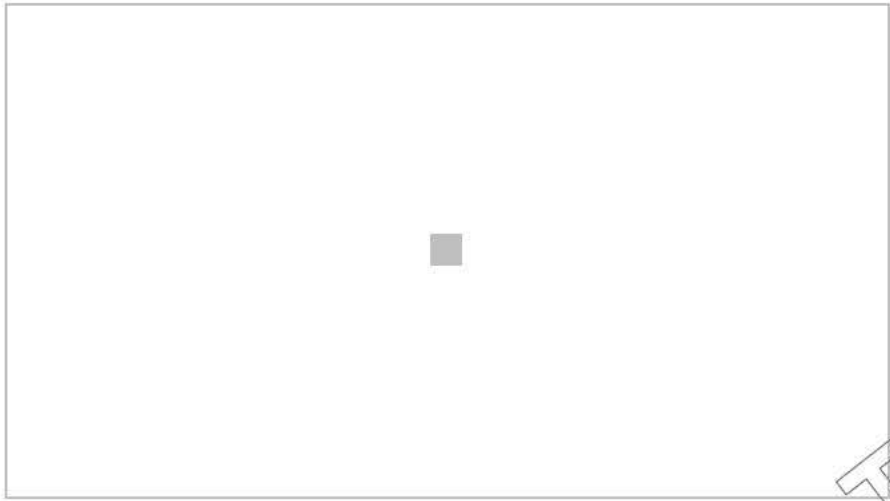
From: Karina <Karina@foodbankanz.org.nz>
Sent: Wednesday, 6 December 2023 4:27 pm
To: Jenny Clark <[s9\(2\)\(a\)@msd.govt.nz](mailto:s9(2)(a)@msd.govt.nz)>
Subject: Re:

IN-CONFIDENCE

Thanks, Jenny.

Mid-day to early afternoons are usually best; any day that works best for you would be fine.

Cheers,
-Karina



From: Jenny Clark <[s9\(2\)\(a\)@msd.govt.nz](mailto:s9(2)(a)@msd.govt.nz)>
Sent: Wednesday, December 6, 2023 4:17 PM
To: Karina <Karina@foodbanknz.org.nz>
Cc: Lee-Ann Mcarthur <[s9\(2\)\(a\)@msd.govt.nz](mailto:s9(2)(a)@msd.govt.nz)>
Subject:

You don't often get email from [s9\(2\)\(a\)@msd.govt.nz](mailto:s9(2)(a)@msd.govt.nz). [Learn why this is important](#)

IN-CONFIDENCE

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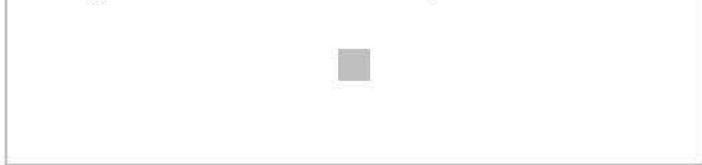
Please let me know when a good time is to meet with you

Kind regards **Nga mihi**

Jenny Clark – Employment Co-ordinator
Phone: [\(a\)](tel:s9(2)(a)) | DD: [\(a\)](tel:s9(2)(a)) | Mobile [\(a\)](tel:s9(2)(a))

Linwood Community Link, Christchurch

MSD logo with mana manaaki koru pattern - cool colours



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From: [Karina](#)
To: [Blair McKenzie](#); [Serena Curtis](#); [Regan Jackson](#)
Cc: [Denise Jackson](#)
Subject: Re: Foodbank Canterbury
Date: Monday, 11 December 2023 8:49:27 am

IN-CONFIDENCE

Thanks, Blair.

We have Jenny Clark and Lee-Ann coming in on Wednesday to meet with our staff.

Cheers,

-Karina

From: Blair McKenzie <[REDACTED]@msd.govt.nz>
Sent: Friday, December 8, 2023 4:11 PM
To: Karina <Karina@foodbankanz.org.nz>; Serena Curtis <[REDACTED]@msd.govt.nz>;
Regan Jackson <[REDACTED]@msd.govt.nz>
Cc: Denise Jackson <[REDACTED]@msd.govt.nz>
Subject: RE: Foodbank Canterbury

IN-CONFIDENCE

Kia ora Karina. Thank you for letting us know. We can only begin to appreciate how tough this decision was to come too and want to acknowledge the working relationships between our organisations over the past years. We trust the remaining stages progress smoothly for you all including staff, partners, community and yourself. Should there be any employment support needed for any staff please let us know, we would be happy to help. I have included our Labour Market Manager – Regan Jackson who will be able to arrange this if needed.

All the very best.

Nga mihi, na

Blair McKenzie

Regional Commissioner | Canterbury

Ashburton, Christchurch City, Hurunui, Selwyn, Waimakariri

Ministry of Social Development

www.ministryofsocialdevelopment.govt.nz

From: Karina <Karina@foodbankanz.org.nz>
Sent: Friday, 8 December 2023 12:34 pm
To: Blair McKenzie <[REDACTED]@msd.govt.nz>; Serena Curtis <[REDACTED]@msd.govt.nz>
Subject: Foodbank Canterbury

Blair and Serena,

I'm sure by now you have heard that the Foodbank ANZ Board have come to the regrettably hard decision to close as usual for our holiday break, but then not reopen in January. We will continue to serve our partner agencies in Christchurch, Ashburton and Timaru up to the end of December.

I also wanted to let you know that while this decision for the board was incredibly difficult, and there is no good time to close, we are taking advantage of the summer break timing to minimize the impact our closure will have on our communities, and work so that new connections are already in place when other organizations reopen in January. I have already started working with Kairos and Satisfy to hand off much of the food rescue relationships that we have (you probably saw Woolworths' media release yesterday regarding their stores) and see which partner charities they may be able to take on. Some of our volunteers may even start volunteering at Kairos, or some of our other partner charities. By making these partnerships, we are hoping to keep the legacy of Foodbank ANZ alive in Christchurch even after we are gone.

Thank you for the opportunity to work with you even in the short time that I have been CEO at Foodbank ANZ.

Cheers,

-Karina

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Redeployment Support Service

Early Response Team

If you know of a business that's struggling, someone going through a redundancy, or worried about their job, our Early Response Team is here to help.

Our Redeployment Support Service focuses on helping businesses retain staff, or retrain them into new employment, and/or upskilling opportunities.



Redeployment Support Services support for those looking for work, in training, or starting a job

Our Early Response Teams offer a range of Redeployment Support Services, including

- **Redeployment seminars:** these provide staff with information about upskilling opportunities and support available to help transition to suitable employment.
- **One to one consultation:** offer staff strength-based assessment of support/services to transition to alternative employment and upskilling opportunities.
- **Redeployment expos:** these provide opportunities for staff to connect directly to employers and other organisations providing supports and services.
- **Collaborative events** tailored for those at risk of losing their jobs, with a range of employers and organisations taking part.

Businesses looking to join our tailored partner collaborations should contact us.



Supporting staff through MSD products

Financial support is available for businesses to help retain and/or retrain staff into other areas of the business.

Flexi-Wage is available if staff can retrain for a different role within a business, or if the business is looking to hire staff. We may be able to help with a wage contribution, in-work support, or training while new staff gain skills needed for a job.

→ workandincome.govt.nz/flexi-wage

Mana in Mahi may be available for businesses which hire one of our candidates keen to gain an industry qualification. Support includes funding and on-the-job support. If a business wants to hire, train, and employ staff in large numbers across multiple regions, ask about Mana in Mahi and Skills for Industry.

→ workandincome.govt.nz/mana-in-mahi

Skills for Industry may be available if candidates need industry-specific skills for a job. Support could include funding and help with short-term, pre-employment, or in-work training.

→ workandincome.govt.nz/skills-for-industry

Apprenticeship Boost provides monthly payments to help businesses take on new, or keep existing apprentices.

→ workandincome.govt.nz/apprenticeship-boost

Support for wages and training

There are lots of ways we may be able to support someone get a job, including:

- a financial contribution to wages and pre-employment, in-work, or short-term training
- ongoing support and advice to help new staff settle into a workplace
- supporting candidates with a health condition or disability through a financial contribution to wages, workplace modifications, or on-the-job support.

In-Work Support

A dedicated In-Work Support team offers wrap-around help for those entering new employment. Financial assistance, Working for Families, childcare costs, and regular check-ins may be available through the team.

→ workandincome.govt.nz/in-work-support

\$5k to work

As well as helping candidates look for work or training, we may be able to help with the costs of getting started in a new job.

If someone needs to move to take up a new job, they may be eligible for a lump sum payment. Candidates must be eligible for a benefit and have a confirmed job that meets our criteria.

→ workandincome.govt.nz/5k-to-work



Help with essential costs, even when working

When someone needs help with essential costs

Help may be available for people struggling to meet essential costs if they're on a low income, even if they're not on a benefit.

We could help with:

- food
- accommodation (rent, mortgage, board)
- power, gas and water bills or heating
- medical and dental costs
- car repairs.

Find out more

Even people who don't think they qualify should contact us to talk about their situation.

→ workandincome.govt.nz and click on **Check what you might get.**



Connected

Connected is a free service that can put people in touch with employment, education, training support, and advice available through government agencies, including Work and Income.

Connected includes a website, phonenumber and face-to-face service (no appointment needed).

→ connected.govt.nz



Working with us

We're here to highlight to businesses options available through us before they make any decisions about laying off staff or closing their business. Contact:

→ RedeploymentSupport@msd.govt.nz

→ **0800 778 008** our Employer Line
workandincome.govt.nz/work