



**MINISTRY OF SOCIAL  
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

Dear

On 17 August 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *The market share stats for each of the accredited alarm companies*

As you limited your request to accredited alarm companies, the Ministry interpreted your request to exclusively be for suppliers that are under contract with the Ministry, i.e. suppliers that the Ministry has a service level agreement with. The Ministry currently has service level agreements with six suppliers to provide medical alarm monitoring services to more than 50,000 clients that are in receipt of the Disability Allowance to cover the cost of the monitoring service.

In addition, there are a number of small-scale arrangements with further providers who are not under contract with the Ministry.

Please see the table below, outlining the alarm suppliers, clients subscribed as at end of August 2021, and total expenditure per supplier per week, as at the end of August 2021. The table allows you to calculate the market share of each of the suppliers by client or by expenditure.

<b>Name of provider</b>	<b>Number of clients subscribed as at 31 August 2021</b>	<b>Expenditure per week, as at 31 August 2021</b>
ADT SECURITY	10,800	\$165,747
FREEDOM MEDICAL ALARMS	1,677	\$23,071
ELECTRA (SECURELY)	2,427	\$33,168
ST JOHN	31,194	\$451,372
TRACECARE	'S'	'S'
VITALCALL (CHUBB NEW ZEALAND)	4,395	\$59,215

In order to protect client privacy, some values are suppressed and are represented by 'S'. The Ministry is unable to provide the exact values as releasing this information is likely to risk identifying the individuals concerned. As such, this information is withheld under

section 9(2)(a) of the Act. The need to protect the privacy of these individuals outweighs any public interest in the information.

Suppliers that are not under contract with the Ministry have a total of 1,278 client subscriptions at a weekly cost of \$18,276 as at 31 August 2021.

The principles and purposes of the Act 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
- 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 regarding alarm suppliers, 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.

Yours sincerely



Shane Carter  
**Manager Partnerships and Services**  
**Client Experience and Service Design**