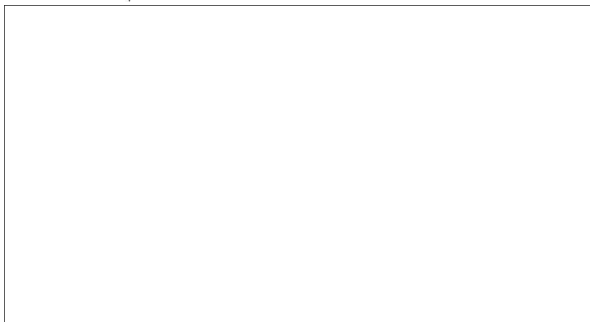




**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

23 AUG 2016



On 3 June 2016 you emailed the Ministry requesting, under the Official Information Act 1982, information regarding mobile squads.

You were recently provided with information regarding the Non-Government Organisation-led mobile response teams. You were also provided with a number of daily briefings on this topic.

You will find enclosed various internal correspondence containing mention of mobile teams and/or Ministry staff visiting Bruce Pulman Park between 2 June 2016 and 3 June 2016. Note that duplicate correspondence and correspondence deemed as out of scope of your request are not provided. The names and contact details of certain staff members are withheld under section 9(2)(a) of the Official Information Act. The need to protect the privacy of these individuals outweighs any public interest in this information.

Some information is also withheld under section 9(2)(g)(i) of the Act to protect the effective conduct of public affairs through the free and frank expression of opinions. I believe the greater public interest is in the ability of individuals to express opinions in the course of their duty.

I hope you find this information helpful. You have the right to seek an investigation and review of my response by the Ombudsman, whose address for contact purposes is:

The Ombudsman
Office of the Ombudsman
PO Box 10-152
Wellington 6143

Yours sincerely

Carl Crafar
Deputy Chief Executive, Social Housing

s 9(2)(a) Privacy of Natural Persons

From: s 9(2)(a) Privacy of Natural Persons
Sent: Friday, 3 June 2016 5:21 p.m.
To: Blair McKenzie
Cc: [redacted] Carl Crafar, [redacted]
[redacted] s 9(2)(a) Privacy of Natural Persons
Subject: Re: Little on MSD issue

s 9(2)(a) Privacy of Natural Persons

[redacted] has this been provided to s 9(2)(a) Privacy of Natural Persons

Sent from my iPhone

On 3/06/2016, at 4:42 PM, Blair McKenzie s 9(2)(a) Privacy of Natural Persons wrote:

A staff member with a Security Guard was based at the Mission at dinner time. It was not a standard routine visit. It was in response to identifying and assessing housing and assistance required for homeless as an extension of the mobile response.

Happy to chat further.

Blair McKenzie
Regional Commissioner | Auckland
Ministry of Social Development

Ministry of Social Development Purpose:

We help New Zealanders to help themselves to be safe, strong and independent
Ko ta mātou he whakamana tangata kia tū haumarū, kia tū kaha, kia tū motuhake

From: s 9(2)(a) Privacy of Natural Persons s 9(2)(a) Privacy of Natural Persons
Sent: Friday, 3 June 2016 4:38 p.m.
To: Carl Crafar; [redacted] Blair McKenzie; s 9(2)(a) Privacy of Natural Persons
Cc: [redacted]
Subject: Fwd: Little on MSD issue

[redacted] s 9(2)(a) Privacy of Natural Persons
Can someone go back to [redacted] urgently with an answer to this please.

Cheers s 9(2)(a) Privacy of Natural Persons

Begin forwarded message:

From: s 9(2)(a) Privacy of Natural Persons
Date: 3 June 2016 at 4:27:06 PM NZST
To: s 9(2)(a) Privacy of Natural Persons

s 9(2)(a) Privacy of Natural Persons

Subject: Little on MSD issue

This is in Herald story, quote from Andrew Little.
Is this true?

"You had a New Zealand Herald article earlier in the week quoting Paula Bennett saying how MSD officials went with Auckland City Mission people to meet the homeless.

"It turned out that one official went with a security guard to the mission at dinnertime, which was a standard, routine visit."

s 9(2)(a) Privacy of Natural Persons

Press Secretary

Office of Hon Paula Bennett | Minister for Climate Change Issues | Minister for Social Housing | Minister of State Services

Associate Minister of Finance | Associate Minister of Tourism | MP for Upper Harbour

s 9(2)(a) Privacy of Natural Persons

<image001.png> <http://facebook.com/paulabennettmp>

<image002.jpg> <http://twitter.com/paulabennettmp>

s 9(2)(a) Privacy of Natural Persons

From: s 9(2)(a) Privacy of Natural Persons
Sent: Friday, 3 June 2016 3:46 p.m.
To: Media (MSD); Carl Crafar; Blair McKenzie; Te Rehia Papesch; Kelvin Moffatt; s 9(2)(a) Privacy of Natural Persons Ruth Bound; s 9(2)(a) Privacy of Natural Persons
Subject: PM's homeless remarks untrue - Sallies

PM's homeless remarks untrue - Sallies

12 minutes ago

False statements by the government this week have jeopardised Salvation Army's personnel and affected its ability to work with the homeless, the organisation says.



John Key 24 May 2016 Photo: RNZ/Elliott Childs

It said the government's claims that Ministry of Social Development (MSD) staff accompanied Salvation Army staff to visit homeless people in a South Auckland park were incorrect.

Yesterday Prime Minister John Key was talking about the "flying squad", dispatched earlier this week by the government to help the homeless, and gauge the level of the problem.

"On I think Tuesday or Wednesday night MSD and the Sallies went around and knocked on I think eight cars that they could find, all eight of those people refused to take support either from Sallies or from MSD."

The Salvation Army said it declined an offer by MSD officials to accompany them, as many of the people there had a deep distrust of government officials.

It said the false claims, and media images of homeless people in dire material hardship, had weakened the Salvation Army's ability to assist the homeless.

Related

- Eight-week-old baby among hundreds homeless

s 9(2)(a) Privacy of Natural Persons Minister of Public Affairs

Ministry of Social Development

s 9(2)(a) Privacy of Natural Persons

www.msd.govt.nz

Bowen State Building, Bowen Street

P O Box 1556

Wellington 6140

s 9(2)(a) Privacy of Natural Persons

From: DCE_Office_ServiceDelivery (MSD)
Sent: Friday, 3 June 2016 1:40 p.m.
To: s 9(2)(a) Privacy of Natural Persons
Subject: FW: Salvation Army Press Release

From: s 9(2)(a) Privacy of Natural Persons
Sent: Friday, 3 June 2016 1:33 p.m.
To: DCE_Office_ServiceDelivery (MSD)
Subject: FW: Salvation Army Press Release

FYI -

From: Scoop Outgoing News [<mailto:outgoing-news@scoop.co.nz>]
Sent: Friday, 3 June 2016 1:24 p.m.
Subject: Correction

Newsagent

Correction

Friday, 3 June 2016 1:24 pm | Salvation Army Press Release
Tags: Politics, Auckland, Housing Issues, Housing, Real Estate.

Wellington, Friday June 3, 2016

Correction

In the past few days, the Government and a government agency have made statements saying MSD officials accompanied Salvation Army personnel to visit homeless people living in Bruce Pulman Park in South Auckland.

These statements are incorrect.

MSD officials did not accompany Salvation Army social personnel to Bruce Pulman Park last Monday night, as part of the Army's regular visits to the site. The Salvation Army declined the offer by MSD officials to accompany The Salvation Army as some of these people are very wary of government officials.

The results of this statement, as well as recent images of homeless people living in dire material hardship disseminated by the media, have deeply upset these people and have put the relationship between them and Salvation Army personnel in jeopardy, weakening the Army's ability to assist them.

The Salvation Army does not knock on people's car windows. It has a van from which food, water and toiletries are made available and where access to social services and advocacy can be arranged.

The Salvation Army has spent years developing relationships and building trust with these people living on the outer margins of society – people who often have a deep distrust of officials.

ENDS

<http://www.scoop.co.nz/stories/PO1606/S00032.htm>

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s 9(2)(a) Privacy of Natural Persons

From: s 9(2)(a) Privacy of Natural Persons
Sent: Friday, 3 June 2016 1:26 p.m.
To: s 9(2)(a) Privacy of Natural Persons
Subject: RE: pm statement

Hey s 9(2)(a) Privacy of Natural Persons
s 9(2)(a) Privacy of Natural Persons

Does [redacted] email (below) supersede yours about reaching out to the Sallies?

Cheers

s 9(2)(a) Privacy of Natural Persons

s 9(2)(a) Privacy of Natural Persons

Senior Advisor | Office of the Deputy Chief Executive (Service Delivery) | Ministry of Social Development

s 9(2)(a) Privacy of Natural Persons

From: s 9(2)(a) Privacy of Natural Persons
Sent: Friday, 3 June 2016 1:08 p.m.
To: s 9(2)(a) Privacy of Natural Persons; [redacted] Carl Crafar; Media (MSD); s 9(2)(a) Privacy of Natural Persons; Kelvin Moffatt; s 9(2)(a) Privacy of Natural Persons
Subject: FW: pm statement

s 9(2)(g)(i) Free and Frank Advice

The Ministry of Social Development (MSD) is continuing to offer a community presence to make sure people in Auckland without a place to stay are getting the help they need.

MSD staff have been placed at Te Puea Marae, the Auckland City Mission, and continue to support mobile squads of Salvation Army and Strive workers who are actively engaging with homeless in the community.

Deputy Chief Executive Social Housing Carl Crafar says focussing on the help that is already available through Work and Income is the best way to get people the help they need, quickly.

"Local non-government organisations make up the mobile squads while we provide the support to make sure people are getting what they need – the help is there, and this is one way we can make sure those needing it are getting it."

To date, 15 people living in cars have been approached. One person, who was not homeless, has chosen to engage further with MSD

Staff have also been stationed at the Auckland City Mission.

"We have been at the City Mission four nights this week, and engaged with 16 people – with 11 social housing assessments booked," Carl Crafar says.

"Our presence will continue next week and we will keep working with community groups including local Marae to get people the help they need."

From: s 9(2)(a) Privacy of Natural Persons
Sent: Friday, 3 June 2016 12:57 p.m.
To: Media (MSD)
Subject: FW: pm statement

From: s 9(2)(a) Privacy of Natural Persons
Sent: Friday, 3 June 2016 12:54 p.m.
To: s 9(2)(a) Privacy of Natural Persons
Subject: RE: pm statement

Hi s 9(2)(a) Privacy of Natural Persons

Not sure where MSD mobile Squads comes from. NGO's have been visiting various hot spots and we have been providing back office support by way of a 'virtual response team' for any urgent needs, booking appointments and to provide advice. We are not out on the road, this was the initial plan but the model arrived at in talking with police and NGO's is as above. We have also had a presence at City Mission. The data below is correct to date.

s 9(2)(a) Privacy of Natural Persons

The issue Salvation Army has with us is

- 1) We were not with them at Bruce Pullman Park (actually this was at their express request as they were already working with people and their opinion was that having an MSD presence would displace the trust they had built over a period of time visiting the park.) We agreed to us providing support from the 'virtual response team' but received no contact.
- 2) Salvation Army are concerned that media coverage specific to their visit to the Park on Monday (i.e. the 10 seen) will have displaced the trust built up as it will be obvious that they have given us details of numbers seen and that MSD support was not requested.

Hope that clarifies

Thanks

From: s 9(2)(a) Privacy of Natural Persons
Sent: Friday, 3 June 2016 12:23 p.m.
To: s 9(2)(a) Privacy of Natural Persons
Cc: Media (MSD)
Subject: RE: pm statement

Hi s 9(2)(a) Privacy of Natural Persons we have been asked to draft a media release on the effectiveness of the flying squads. I can see this as potentially not being great for managing the Salvation Army's issue. From your understanding, do they have an issue with the below figures which will form the basis of our proactive media statement?

MSD Mobile Squads

To date (30 May to 2 June, inclusive):

A total of 396 people have been observed - at the Auckland City Mission (384) and in cars (12) at locations visited by NGOs.

- A total of 31 voluntary engagements with people have occurred.
 - All were single people.
- The total number of cars observed at venues visited by NGOs is 15.
 - All were approached and only one person has chosen to engage with MSD, that person was not homeless.
- As a result of four nights visiting The Auckland City Mission, 16 people out of 384 chose to engage.

- o Of these, 7 social housing assessments have been booked and a further 4 were already booked.

From: s 9(2)(a) Privacy of Natural Persons
Sent: Friday, 3 June 2016 11:21 a.m.
To: s 9(2)(a) Privacy of Natural Persons
Subject: FW: pm statement

Hi s 9(2)(a) Privacy of Natural Persons

I will give you a ring shortly about this media statement. There are inaccuracies in the account of visits to Bruce Pullman Park and Salvation Army are looking at arranging their own response to this statement

Thanks

s 9(2)(a) Privacy of Natural Persons

From: Pam Hughes [mailto:Pam_Hughes@nzf.salvationarmy.org]
Sent: Friday, 3 June 2016 11:17 a.m.
To: s 9(2)(a) Privacy of Natural Persons
Cc:
Subject: Fw: pm statement

Dear s 9(2)(a) Privacy of Natural Persons

I have attached the statement we discussed this morning.

As you are aware this is not correct ,

Pam Hughes | Regional Director
The Salvation Army
Manukau Community Ministries
South Auckland Service Hub
16b Bakerfield Place, P.O.Box 76075, Manukau 2241.
W: 09 262 2332

s 9(2)(a) Privacy of Natural Persons

W: <http://www.salvationarmy.org.nz/>

The Salvation Army | New Zealand, Fiji & Tonga
caring for people | transforming lives | reforming society

"No act of kindness, no matter how small, is ever wasted."

~ Aesop

----- Forwarded by Pam Hughes/NZFSA Army on 03/06/2016 11:06 a.m. -----

<http://www.newshub.co.nz/nznews/government-homeless-dont-want-help-2016060223#axzz4ASlzwc00>

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s 9(2)(a) Privacy of Natural Persons

From: s 9(2)(a) Privacy of Natural Persons
Sent: Friday, 3 June 2016 9:55 a.m. s 9(2)(a) Privacy of Natural Persons
To: Ruth Bound; Penny Rounthwaite; Te Rehia Papesch; [redacted] Carl Crafar
Cc: Blair McKenzie; s 9(2)(a) Privacy of Natural Persons [redacted] Media (MSD); [redacted]
s 9(2)(a) Privacy of Natural Persons [redacted]
(WORKANDINCOME); [redacted]
Subject: Update on engagement with homeless people in Auckland
Attachments: Memo from Blair to Car Crafar 3 June 2016.docx

Kia ora

Please find attached today's update on engagement with homeless people in Auckland. This includes a summary of total numbers observed and engaged with this week.

Regards

s 9(2)(a) Privacy of Natural Persons

Manager Regional Business Support

[redacted]

s 9(2)(a) Privacy of Natural Persons

From:

s 9(2)(a) Privacy of Natural Persons

Sent:

Friday, 3 June 2016 9:12 a.m.

s 9(2)(a) Privacy of Natural Persons

To:

Carl Crafar; Te Rehia Papesch; Kelvin Moffatt; Jeremy Wilson; Anna
Butler; Media (MSD); Ruth Bound;

Subject:

John Key: Homeless don't want help - NewsHub

s 9(2)(a) Privacy of Natural Persons

<http://www.newshub.co.nz/nznews/government-homeless-dont-want-help-2016060223>

John Key: Homeless don't want help



By Jenna Lynch

Friday 3 Jun 2016 6:00 a.m.

Video help

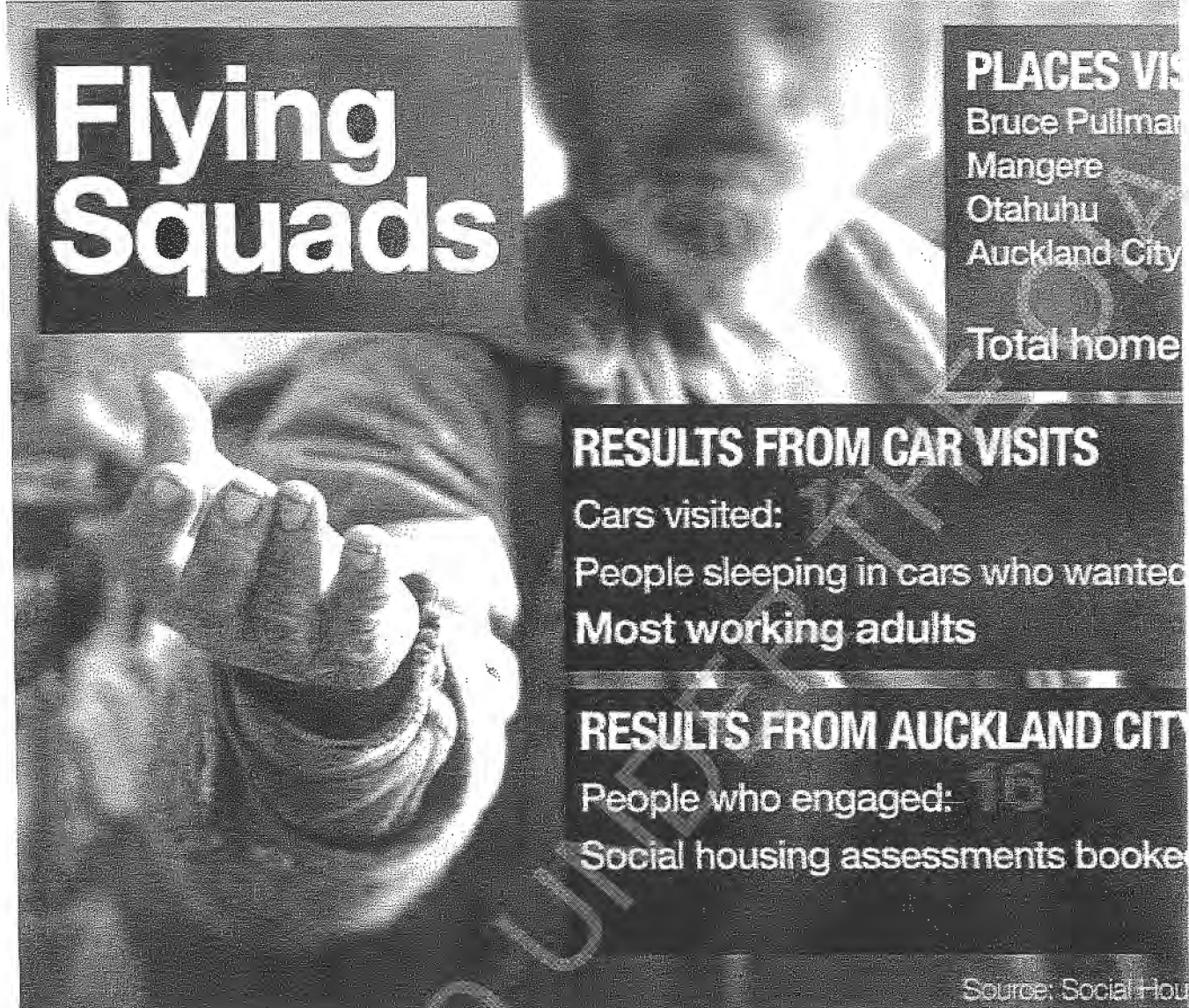
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The Government has this week sent its flying squads into Auckland to battle the hidden homeless crisis, but says those living in cars simply don't want help.

The squads were formed after The Nation revealed a number of people with full-time jobs were sleeping in cars because they couldn't afford housing in Auckland.

The Ministry of Social Development (MSD) teamed up with the Salvation Army and other non-Government organisations and hit the streets.



Flying Squads

PLACES VISITED

Bruce Pullman
Mangere
Otahuhu
Auckland City

Total homeless

RESULTS FROM CAR VISITS

Cars visited:

People sleeping in cars who wanted

Most working adults

RESULTS FROM AUCKLAND CITY

People who engaged:

Social housing assessments booked

Source: Social Housing

But the Prime Minister says when they hit Bruce Pullman Park in Takanini on Monday night, they received a frosty response.

"MSD and the Sallies went around and knocked on eight cars that they could find," he says.

"All eight of those people refused to take support either from Sallies or MSD."

John Key says he isn't implying people want to live in cars.

"I'm just simply saying that of those eight people that MSD and the Sallies could identify, knocked on the cars and asked them: 'can we give you support and can we give you help', not just MSD, the Salvation Army -- the eight of them refused."

As for the rest of the week, the squad also visited Mangere and Otahuhu, finding a total of 15 cars.

All had single people sleeping in them and only one chose to take up the Government's offer of help -- and the official report says that person isn't actually homeless.

But they did get a better response at the Auckland City Mission.

Across three nights, a total of 16 people from the Auckland City Mission chose to talk with MSD. Seven of them now have social housing assessments booked and four more already had assessments booked.

Read more: <http://www.newshub.co.nz/nznews/government-homeless-dont-want-help-2016060223#ixzz4ASUwmpqd>

s 9(2)(a) Privacy of Natural Persons

Manager Public Affairs

Ministry of Social Development

s 9(2)(a) Privacy of Natural Persons

www.msd.govt.nz

Bowen State Building, Bowen Street

P O Box 1556

Wellington 6140

s 9(2)(a) Privacy of Natural Persons

From: s 9(2)(a) Privacy of Natural Persons
Sent: Thursday, 2 June 2016 9:38 a.m.
To: Carl Crafar; Jeremy Wilson; Anna Butler; Kelvin Moffatt; Lindsay Meehan; Te Rehia Papesch; s 9(2)(a) Privacy of Natural Persons
Cc: s 9(2)(a) Privacy of Natural Persons
Subject: RE: SH Initiatives daily catch up meeting

Updated work programme following yesterday's meeting. Please advise any updates/amendments.

Thanks



Emergency
Housing work p...

s 9(2)(a) Privacy of Natural Persons

Programme Coordinator

-----Original Appointment-----

From: Carl Crafar

Sent: Monday, 30 May 2016 4:28 p.m.

To: Carl Crafar; Jeremy Wilson; Anna Butler; Kelvin Moffatt; Lindsay Meehan; Te Rehia Papesch; s 9(2)(a) Privacy of Natural Persons

s 9(2)(a) Privacy of Natural Persons

Subject: SH Initiatives daily catch up meeting

When: Wednesday, 1 June 2016 4:30 p.m.-5:00 p.m. (UTC+12:00) Auckland, Wellington.

Where: BSB_Mtg_L6_Ellesmere_Rm

s 9(2)(a) Privacy of Natural Persons

From:

s 9(2)(a) Privacy of Natural Persons

Sent:

Wednesday, 1 June 2016 3:20 p.m.

To:

s 9(2)(a) Privacy of Natural Persons

Subject:

FW: MSD media issues log for 31 May 2016

Out of Scope

RELEASED UNDER THE OIA

Out of Scope

Mobile homelessness team s 9(2)(a) Privacy of Natural Persons

The NZ Herald [] asked questions about the establishment and operation of the mobile team in Auckland. MSD provided answers to go back to the Herald via Minister Bennett's office.

Out of Scope

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s 9(2)(a) Privacy of Natural Persons

From: s 9(2)(a) Privacy of Natural Persons
Sent: Wednesday, 1 June 2016 12:08 p.m.
To: s 9(2)(a) Privacy of Natural Persons
Cc:
Subject: Mobile Support for Homeless
Attachments: Homeless Support - 30 May.docx; Homeless Support - 31 May.docx

Hi Guys

s 9(2)(a) Privacy of Natural Persons

As discussed with [REDACTED] - I have attached, for your information, the update memos that Carl (DCE SH) has received from the Auckland region in regard to the Mobile Support to the Homeless initiative that we have running in Auckland.

These update memos will be forwarded to you as an FYI daily until further notice so that you are kept in the loop.

Cheers

s 9(2)(a) Privacy of Natural Persons

From: Blair McKenzie
Sent: Wednesday, 1 June 2016 11:44 a.m.
To: s 9(2)(a) Privacy of Natural Persons
Cc:

Subject: (WORKANDINCOME)
FW: Homelessness Support: Update from 31 May

Hi everyone

I will discuss with [redacted] the detail, audience and timing of reporting going forward from tonight/tomorrow.

Here is a more detailed summary of contacts made and data "to date" and from last night.

To Date (Two Nights):

- A total of 30 engagements with Homeless people in Auckland (voluntary).
 - All were single people.
- The total number of cars observed at venues visited by NGO's is 15.
 - All were approached and only one person has chosen to engage with MSD, they were not homeless.
 - In the main all were working during the day.
- As a result of 2 nights visiting The Auckland City Mission, 15 people chose to engage.
 - Of these, 6 SH assessments have been booked and a further 4 were already booked.

We are monitoring and following up on all cases where there was engagement and/or assessments booked etc.

Last night 31 May:

City Mission

- From the 7 engaged with at the City Mission:
 - All were single
 - Five were on benefit (3 JS, 1 JS Health, 1 SLP,)
 - One was on the housing register
 - Six are having Housing Assessments of which two are not receiving benefit
 - The two not receiving benefit did not want to book appointments to apply, they were encouraged to engage with the City Mission clinics

Strive Community Trust

- 5 people in 5 cars were approached by Strive in the Mangere/ Mangere Central/Mangere Bridge areas.
 - 4 did not want to engage and 1 indicated they already had an appointment with Work and Income

s 9(2)(a) Privacy of Natural Persons

- None were booked for social housing assessments

s 9(2)(a) OIA Privacy of Natural Persons

From: s 9(2)(a) OIA Privacy of Natural Persons
Sent: Wednesday, 1 June 2016 1:22 p.m.
To: s 9(2)(a) OIA Privacy of Natural Persons
Cc:
Subject: RE: Mobile Support for Homeless

Thanks Toni.

Outside scope of request.

s 9(2)(a) OIA Privacy of Natural Persons

[redacted] Private Secretary ~ Social Development
Office of Hon Anne Tolley | Minister for Social Development
s 9(2)(a) OIA Privacy of Natural Persons

From: s 9(2)(a) OIA Privacy of Natural Persons
Sent: Wednesday, 1 June 2016 12:08 p.m.
To: s 9(2)(a) OIA Privacy of Natural Persons
Cc:
Subject: Mobile Support for Homeless

Hi Guys

As discussed with [redacted] s 9(2)(a) OIA Privacy of Natural Persons I have attached, for your information, the update memos that Carl (DCE SH) has received from the Auckland region in regard to the Mobile Support to the Homeless initiative that we have running in Auckland.

These update memos will be forwarded to you as an FYI daily until further notice so that you are kept in the loop.

Cheers

s 9(2)(a) OIA Privacy of Natural Persons

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s 9(2)(a) OIA Privacy of Natural Persons

[redacted] Blair McKenzie
Subject: RE: Mobile MSD team

Hi

s 9(2)(a) OIA Privacy of Natural Persons

I've just spoken to [redacted] and she's going to work through the private secs and ensure they understand that they need to push through the requested information as it comes through to them. She will also CC the media team in so we're aware of what is being sought and can assist if necessary. Do we have a time that the previous night's report from the mobile squads can come through for her and the private secs? That way she knows when to expect the information.

Thanks

s 9(2)(a) OIA Privacy of Natural Persons

From: **s 9(2)(a) OIA Privacy of Natural Persons**

Sent: Wednesday, 1 June 2016 10:32 a.m.

s 9(2)(a) OIA Privacy of Natural Persons

To: Carl Crafar; [redacted] Blair McKenzie

s 9(2)(a) OIA Privacy of Natural Persons

Te Rehia Papesch; Rachel Sutherland; [redacted]

Subject: RE: Mobile MSD team

Hi Guys

Can these updates please come through to the DCE Office Service Delivery cc, Carl, [redacted] and we will forward them on to the Private Secretaries once we have Carls approval.

s 9(2)(a) OIA Privacy of Natural Persons

s 9(2)(g)(i) Free and Frank

Thanks for your help with this.

Cheers

s 9(2)(a) OIA Privacy of Natural Persons

From: Carl Crafar

Sent: Wednesday, 1 June 2016 10:26 a.m.

To: **s 9(2)(a) OIA Privacy of Natural Persons**

s 9(2)(a) OIA Privacy of Natural Persons

Blair McKenzie; [redacted]

Te Rehia Papesch; Rachel Sutherland

Subject: Re: Mobile MSD team

Yes blair will provide daily. Note they do not finish until 9 ish at night so will be sent in the am after

Carl Crafar

Deputy Chief Executive: Social Housing

Ministry of Social Development

s 9(2)(a) OIA Privacy of Natural Persons

On 1/06/2016, at 9:49 AM, **s 9(2)(a) OIA Privacy of Natural Persons** wrote:

Hi Guys

See Minister Bennett's office is wanting regular updates - think we also need to ensure [redacted] is working with the Private Secs to request this sort of info.

Thanks

s 9(2)(a) OIA Privacy of Natural Persons

s 9(2)(a) OIA Privacy of Natural Persons

From: s 9(2)(a) Privacy of Natural Persons
Sent: Wednesday, 1 June 2016 8:53 a.m.
To: Media (MSD); s 9(2)(a) Privacy of Natural Persons
Cc:
s 9(2)(a) Privacy of Natural Persons
Subject: Mobile MSD team

Hi,

We would like to continue to receive an update, like that sent to Carl yesterday from Brendan, each time the mobile MSD team goes out.

Thanks

s 9(2)(a) Privacy of Natural Persons

Press Secretary

Office of Hon Paula Bennett | Minister for Climate Change Issues | Minister for Social Housing | Minister of State Services

Associate Minister of Finance | Associate Minister of Tourism | MP for Upper Harbour

s 9(2)(a) Privacy of Natural Persons <image001.png> [facebook.com/paulabennettmp](https://www.facebook.com/paulabennettmp)

<image002.jpg> twitter.com/paulabennettmp

s 9(2)(a) Privacy of Natural Persons

From: s 9(2)(a) Privacy of Natural Persons
Sent: Friday, 3 June 2016 2:55 p.m.
To: Media (MSD); s 9(2)(a) Privacy of Natural Persons
Cc: Carl Crafar; [redacted] Te Rehia Papesch; [redacted] Jeremy Wilson; Blair McKenzie; Kelvin Moffatt
Subject: RE: pm statement

Hi s 9(2)(a) Privacy of Natural Persons

Just to confirm that Kelvin has spoken with [redacted] s 9(2)(a) Privacy of Natural Persons at Salvation Army National Office to deliver those lines [redacted]
s 9(2)(g)(i) Free and Frank Advice [redacted]

Blair had already spoken with Pam Hughes earlier today, but agreed to touch base to reiterate the sentiments below.

Thanks

s 9(2)(a) Privacy of Natural Persons

s 9(2)(a) Privacy of Natural Persons

Senior Advisor | Office of the Deputy Chief Executive (Service Delivery) | Ministry of Social Development

s 9(2)(a) Privacy of Natural Persons

From: s 9(2)(a) Privacy of Natural Persons
Sent: Friday, 3 June 2016 2:24 p.m.
To: Kelvin Moffatt; Blair McKenzie
Cc: [redacted] Carl Crafar; [redacted] Te Rehia Papesch; [redacted] Jeremy Wilson; Media (MSD)
Subject: RE: pm statement

Hi Blair

Kelvin was broadly comfortable with the lines below.

s 9(2)(a) Privacy of Natural Persons

He has suggested a two-pronged approach to this. He will call [redacted] (National Office contact) to try and smooth things over, but thought you would want to call Pam Hughes yourself to do the same at the regional level.

Does this seem okay to you?

Cheers

s 9(2)(a) Privacy of Natural Persons

s 9(2)(a) Privacy of Natural Persons

Senior Advisor | Office of the Deputy Chief Executive (Service Delivery) | Ministry of Social Development

s 9(2)(a) Privacy of Natural Persons

From: s 9(2)(a) Privacy of Natural Persons
Sent: Friday, 3 June 2016 2:18 p.m.
To: Kelvin Moffatt s 9(2)(a) Privacy of Natural Persons
Cc: [redacted] Carl Crafar; [redacted] Te Rehia Papesch; [redacted] Jeremy Wilson; Blair McKenzie; Media (MSD)
Subject: RE: pm statement

Hi Kelvin

Media have suggested that it may be helpful if you, as the relationship manager, could contact Pam Hughes at the Salvation Army to smooth things over before the statement below goes out.

Our understanding is that the Minister's office provided the PM's office with the region's daily update. Those updates make it clear that MSD's role has been coordinating and supporting the NGO-led mobile response (through the provision of a 'virtual response'), but in talking colloquially about the response this has not come through clearly.

<http://www.newshub.co.nz/nznews/government-homeless-dont-want-help-2016060223>

If you agree that it would be helpful to make contact with the Salvation Army, the following lines may be a helpful starting point – others may be able to suggest more appropriate lines.

- We acknowledge your concerns about the way MSD's role in the mobile response has been characterised in the media, and I'm happy to convey those concerns to others;
- It's important to note that the PM was speaking in colloquial terms about the various strands to our response to the homelessness situation in Auckland over the last week or two;
- It was not our intention to mislead anyone about the role MSD has played in the mobile response;
- We appreciate the role NGOs, including The Salvation Army, continue to play in connecting with the homeless community, and acknowledge the importance of those trust-based relationships;
- We hope this misunderstanding won't impact on our ability to continue to work together to support the homeless in the coming weeks and months.

Happy to discuss.

Cheers

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Senior Advisor | Office of the Deputy Chief Executive (Service Delivery) | Ministry of Social Development

s 9(2)(a) Privacy of Natural Persons

From: s 9(2)(a) Privacy of Natural Persons

Sent: Friday, 3 June 2016 1:53 p.m.

To: Kelvin Moffatt; Carl Crafar; [redacted] Te Rehia Papesch; Media (MSD); [redacted] Jeremy Wilson; Blair McKenzie;

Cc: s 9(2)(a) Privacy of Natural Persons

s 9(2)(a) Privacy of Natural Persons

Subject: FW: pm statement

Hi Guys

Minister's office still keen for release – need Carl to sign off or someone else – Perhaps Blair if Carl unavailable till after 4pm? – we will take out reference to Salvation Army.

Cheers

s 9(2)(a) Privacy of Natural Persons

From: s 9(2)(a) Privacy of Natural Persons

Sent: Friday, 3 June 2016 1:48 p.m.

To: s 9(2)(a) Privacy of Natural Persons

Subject: FW: pm statement

I'm happy with this.

Taking out the name of the Salvation Army.

We have not told any media that MSD was with the NGOs when they went out.

The PM did refer to it at a stand-up.

All the media I have seen have made assumptions about who was there and what was done.

The 'mobile MSD squads' is a term we have been using because that is what the minister has said they are.

I understood they were organised by MSD and staffed in some part by MSD. And they are mobile because they are travelling to other parts of the city, other than their office.

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The Ministry of Social Development (MSD) is continuing to offer a community presence to make sure people in Auckland without a place to stay are getting the help they need.

MSD staff have been placed at Te Puea Marae, the Auckland City Mission, and continue to support mobile squads of NGO workers who are actively engaging with homeless in the community.

Deputy Chief Executive Social Housing Carl Crafar says focusing on the help that is already available through Work and Income is the best way to get people the help they need, quickly.

"Local non-government organisations make up the mobile squads while we provide the support to make sure people are getting what they need – the help is there, and this is one way we can make sure those needing it are getting it."

To date, 15 people living in cars have been approached. One person, who was not homeless, has chosen to engage further with MSD

Staff have also been stationed at the Auckland City Mission.

"We have been at the City Mission four nights this week, and engaged with 16 people – with 11 social housing assessments booked," Carl Crafar says.

"Our presence will continue next week and we will keep working with community groups including local Marae to get people the help they need."

From: s 9(2)(a) Privacy of Natural Persons
Sent: Friday, 3 June 2016 12:57 p.m.
To: Media (MSD)
Subject: FW: pm statement

From: s 9(2)(a) Privacy of Natural Persons
Sent: Friday, 3 June 2016 12:54 p.m.
To: s 9(2)(a) Privacy of Natural Persons
Subject: RE: pm statement

Hi s 9(2)(a) Privacy of Natural Persons

Not sure where MSD mobile Squads comes from. NGO's have been visiting various hot spots and we have been providing back office support by way of a 'virtual response team' for any urgent needs, booking appointments and to provide advice. We are not out on the road, this was the initial plan but the model arrived at in talking with police and NGO's is as above. We have also had a presence at City Mission. The data below is correct to date.

The one person who engaged with us as referred to below was paid an SNG for food via the 'virtual response team' and advised he had a house in West Auckland.

s 9(2)(g)(l) Free and Frank Advice

Hope that clarifies

Thanks

From: s 9(2)(a) Privacy of Natural Persons
Sent: Friday, 3 June 2016 12:23 p.m.
To: s 9(2)(a) Privacy of Natural Persons
Cc: Media (MSD)
Subject: RE: pm statement

Hi Adrienne, we have been asked to draft a media release on the effectiveness of the flying squads.
s 9(2)(g)(l) Free and Frank Advice From your understanding, do they have an issue with the below figures which will form the basis of our proactive media statement?

MSD Mobile Squads

To date (30 May to 2 June, inclusive):

A total of 396 people have been observed - at the Auckland City Mission (384) and in cars (12) at locations visited by NGOs.

- A total of 31 voluntary engagements with people have occurred.
 - All were single people.
- The total number of cars observed at venues visited by NGOs is 15.
 - All were approached and only one person has chosen to engage with MSD, that person was not homeless.
- As a result of four nights visiting The Auckland City Mission, 16 people out of 384 chose to engage.
 - Of these, 7 social housing assessments have been booked and a further 4 were already booked.

From: s 9(2)(a) Privacy of Natural Persons
Sent: Friday, 3 June 2016 11:21 a.m.
To: s 9(2)(a) Privacy of Natural Persons
Subject: FW: pm statement

Hi s 9(2)(a) Privacy of Natural Persons

I will give you a ring shortly about this media statement. There are inaccuracies in the account of visits to Bruce Pullman Park and Salvation Army are looking at arranging their own response to this statement

Thanks

s 9(2)(a) Privacy of Natural Persons

From: Pam Hughes s 9(2)(a) Privacy of Natural Persons
Sent: Friday, 3 June 2016 11:17 a.m.
To: s 9(2)(a) Privacy of Natural Persons
Cc:
Subject: Fw: pm statement

Dear s 9(2)(a) Privacy of Natural Persons

I have attached the statement we discussed this morning.

As you are aware this is not correct ,

Pam Hughes | Regional Director
The Salvation Army
Manukau Community Ministries
South Auckland Service Hub
16b Bakerfield Place, P.O.Box 76075, Manukau 2241.

s 9(2)(a) Privacy of Natural Persons

W: <http://www.salvationarmy.org.nz/>

The Salvation Army | New Zealand, Fiji & Tonga
caring for people | transforming lives | reforming society.

"No act of kindness, no matter how small, is ever wasted." - Aesop

----- Forwarded by Pam Hughes/NZF/SA Army on 03/06/2016 11:06 a.m. -----

<http://www.newshub.co.nz/nznews/government-homeless-dont-want-help-2016060223#axzz4ASlzwc00>

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From: s 9(2)(a) Privacy of Natural Persons
Sent: Friday, 3 June 2016 2:53 p.m. s 9(2)(a) Privacy of Natural Persons
To: Blair McKenzie; Carl Crafar; Ruth Bound;
Brendan Boyle; s 9(2)(a) Privacy of Natural Persons Te Rehia Papesch; Kelvin Moffatt
Subject: Salvation Army: MSD homeless visits didn't happen and the PM's wrong - stuff

Salvation Army: MSD homeless visits didn't happen and the PM's wrong
ROSANNA PRICE
Last updated 14:43, June 3 2016



SIMON MAUDE / FAIRFAX NZ

Prime Minister John Key got it wrong, according to the Salvation Army. The Salvation Army has confronted the Government about giving incorrect statements on visiting homeless people.

Prime Minister John Key said the Ministry of Social Development (MSD) had teamed up with the charitable organisation to engage with homeless people.

"MSD and the Sallies went around and knocked on eight cars that they could find," Key said.

"All eight of those people refused to take support either from Sallies or from MSD."

READ MORE:

- * [\\$5000 for homeless Aucklanders?](#)
- * ['Dumping ground' fears over relocation proposal](#)
- * [John Key says no Auckland housing crisis, but 76 per cent of voters want more action](#)
- * [Auckland mother shares housing woes as Green Party pushes for more state houses](#)
- * [Housing for homeless not guaranteed - Bennett](#)
- * [Govt announces \\$41.1 million boost for emergency housing](#)
- * [Homeless in motels with emergency funding not released](#)

But the Salvation Army has denied the cooperation in a statement, saying they declined an offer by the government agency.

"In the past few days, the Government and a government agency have made statements saying MSD officials accompanied Salvation Army personnel to visit homeless people living in Bruce Pulman Park in South Auckland. These statements are incorrect."

"MSD officials did not accompany Salvation Army social personnel to Bruce Pulman Park last Monday night, as part of the Army's regular visits to the site."

The Salvation Army declined the offer by MSD officials to accompany them as some people had a "deep distrust" of government officials.

The relationship between the Salvation Army and homeless people had been "put in jeopardy" as a result of the Prime Minister's comments, and also of images of the homeless in the media.

Ad Feedback

The Salvation Army also clarified it did not knock on people's car windows.

"It has a van from which food, water and toiletries are made available and where access to social services and advocacy can be arranged.

Director Salvation Army social policy and parliamentary unit director Ian Hutson said it was important the "miscommunication" between his organisation and MSD was corrected in the public eye.

The Prime Minister and the Minister for Social Housing Paula Bennett have been contacted for comment.

MSD said addressed any queries on the incorrect statements to the Minister.

It was continuing to "offer a community presence" in Auckland so people without a place to stay could get their help.

MSD staff have been placed at Te Puea Marae, and supported mobile squads of NGO workers who were engaging with homeless.

Auckland Regional Commissioner Blair McKenzie said focusing on the help that was already available through Work and Income was the best way to get people the help they need, quickly.

"Local community organisations make up the mobile squads while we provide the support to make sure people are getting what they need – the help is there, and this is one way we can make sure those needing it are getting it."

To date, 15 people living in cars had been approached. Staff have also been stationed at the Auckland City Mission.

- Stuff

s 9(2)(a) Privacy of Natural Persons

Manager Public Affairs

Ministry of Social Development

s 9(2)(a) Privacy of Natural Persons

www.msd.govt.nz

Bowen State Building, Bowen Street

P O Box 1556

Wellington 6140

s 9(2)(a) Privacy of Natural Persons

From: Blair McKenzie
Sent: Friday, 3 June 2016 2:08 p.m.
To: s 9(2)(a) Privacy of Natural Persons
Cc: Kelvin Moffatt; Carl Crafar; [redacted] Te Rehia Papesch; Media (MSD); [redacted]
[redacted] Jeremy Wilson; s 9(2)(a) Privacy of Natural Persons
Subject: Re: pm statement

Yes that's fine Ta

Sent from my iPhone

On 3/06/2016, at 2:01 PM, s 9(2)(a) Privacy of Natural Persons wrote:

Great thank- can we put your name on it with those changes?
Thanks

s 9(2)(a) Privacy of Natural Persons

From: Blair McKenzie
Sent: Friday, 3 June 2016 1:58 p.m.
To: [redacted] Kelvin Moffatt; Carl Crafar; [redacted] Te Rehia Papesch; Media (MSD);
[redacted] Jeremy Wilson; [redacted]
Subject: RE: pm statement
s 9(2)(a) Privacy of Natural Persons
Hi [redacted] I was just responding exactly that.

s 9(2)(g)(i) Free and Frank Advice

Thanks

Blair McKenzie
Regional Commissioner | Auckland
Ministry of Social Development

Ministry of Social Development Purpose:

We help New Zealanders to help themselves to be safe, strong and independent
Ko ta mātou he whakamāna tangata kia tū haumarū, kia tū kaha, kia tū motuhake

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s 9(2)(a) Privacy of Natural Persons

From:

s 9(2)(a) Privacy of Natural Persons

Sent:

Friday, 3 June 2016 1:08 p.m.

To:

s 9(2)(a) Privacy of Natural Persons

Carl Crafar; Media (MSD);

Kelvin Moffatt; Jesse Nichols

Subject:

FW: pm statement

s 9(2)(g)(i) Free and Frank Advice

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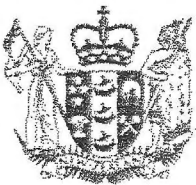
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From: s 9(2)(a) Privacy of Natural Persons
Sent: Friday, 3 June 2016 4:10 p.m.
To: Carl Crafar
Cc: Media (MSD)
Subject: Sallies/MSD statement

Hi Carl, Salvation army statement at the bottom of the trail, titled "correction". Here is our statement, will send you the stuff story separately.



MINISTRY OF SOCIAL DEVELOPMENT

TE MANATŪ WHAKAHIATO ORA

Ministry of Social Development working with the community

The Ministry of Social Development (MSD) is continuing to offer a community presence to make sure people in Auckland without a place to stay are getting the help they need.

MSD staff have been placed at Te Pūea Marae, and continue to support mobile squads of NGO workers who are actively engaging with homeless in the community.

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"We have been at the City Mission four nights this week, and engaged with 16 people – with 11 social housing assessments booked," Blair McKenzie says.

"Our presence will continue next week and we will keep working with community groups including local Marae to get people the help they need."

Media contact: MSD media team media@msd.govt.nz 04 916 3496

— Wellington, Friday June 3, 2016

Correction

In the past few days, the Government and a government agency have made statements saying MSD officials accompanied Salvation Army personnel to visit homeless people living in Bruce Pulman Park in South Auckland.

These statements are incorrect.

MSD officials did not accompany Salvation Army social personnel to Bruce Pulman Park last Monday night, as part of the Army's regular visits to the site. The Salvation Army declined the offer by MSD officials to accompany The Salvation Army as some of these people are very wary of government officials.

The results of this statement, as well as recent images of homeless people living in dire material hardship disseminated by the media, have deeply upset these people and have put the relationship between them and Salvation Army personnel in jeopardy, weakening the Army's ability to assist them.

The Salvation Army does not knock on people's car windows. It has a van from which food, water and toiletries are made available and where access to social services and advocacy can be arranged.

The Salvation Army has spent years developing relationships and building trust with these people living on the outer margins of society – people who often have a deep distrust of officials.

Enquiries:

Lt Colonel Ian Hutson
Director Salvation Army Social Policy and Parliamentary Unit

s 9(2)(a) Privacy of Natural Persons

Out of Scope

From: s 9(2)(a) Privacy of Natural Persons

Sent: Friday, 3 June 2016 4:26 p.m.

To: s 9(2)(a) Privacy of Natural Persons

Cc: Carl Crafar; Media (MSD)

Subject: Re: Sallies/MSD statement

s 9(2)(a) Privacy of Natural Persons

Just spoke to [redacted] If we get follow up we should emphasise that we were actively involved with the mobile team and the only reason we weren't physically there was because sallies didn't want us there As per their statement. We had staff at office ready to act on any assistance required. Staff at Marae and T cut mission. Thanks.

Cheers s 9(2)(a) Privacy of Natural Persons

Out of Scope