



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

- 6 DEC 2016



On 7 October 2016 you emailed the Ministry requesting, under the Official Information Act 1982, information regarding social service providers contracted to the Ministry since 2008.

The Ministry of Social Development contracts a large number of service providers each year across to deliver services to its clients. As at the end of June 2016 the Ministry contracted nearly 2,000 service providers. In addition, the Ministry is also responsible for approving and accrediting over 5,000 providers. The Ministry's Approvals team assesses organisations, often under legislation, to ensure that they have the capability and capacity to deliver quality social services on an on-going basis.

For the sake of clarity I will address each of your questions in turn.

- *What are the names of each social service provider that has been contracted by the Ministry of Social Development, broken down by region and total amount of funding each provider received in each year since 2008?*

The Ministry is unable to provide you with a list of social service providers contracted with the Ministry since 2008, including the amount of funding as this would require substantial manual collation. Ministry staff would have to review over eight years of contracts and review this information line by line to ensure the information is robust and accurate.

As such, this part of your request is refused under section 18(f) of the Official Information 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.

I refer you to the Contract Mapping website that provides you access to information about social services that the government funds in the regions throughout New Zealand dating back to 2011. The information regarding the funding of service providers is available at: www.contractmapping.govt.nz/

- *What are the total number social service providers that have been investigated by the Ministry of Social Development, broken down by name, in each year since 2008?*

Table one enclosed provides you with the social service providers who have been investigated. Confirmation of approval is where the provider resumes normal business and no significant issues were identified, relinquishment is where a provider chooses not to continue and stops providing services, and revocation is where the Ministry decides the provider can no longer operate.

- *What are the total number of complaints the Ministry of Social Development received about social service providers, broken down by name and reason for the complaint, in each year since 2008?*
- *What were the total number of complaints the Ministry of Social Development resolved relating to social service providers, broken down by name and outcome, in each year since 2008?*

Table two provides the number of complaints received by the Ministry, broken down by provider name and the outcome of the complaint, since 2008. The reason of the complaint is held on notes in individual case files for the provider. Providing this information would require Ministry staff to manually review every complaint received. As such, this part of your request is refused under section 18(f) of the Official Information 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.

- *What are the names of each social service provider that is contracted by the Ministry of Social Development that have had criminal charges laid against any or all of the administrators, broken down by name and nature of criminal offending, in each year since 2008?*

This part of your request is refused under section 18(g) of the Official Information Act as the information you have requested is not held by the Ministry and I have no grounds to believe that the information is held by another department or Minister of the Crown or organisation.

- *What are the total number of social service providers that have had their contract terminated by the Ministry of Social Development, broken down by name, date and reason for termination since 2008?*
- *How many social service providers have breached their contract, broken down by name and the nature of the breach, in each year since 2008?*

Table three provides the social service providers who have had their contracts suspended or revoked since 2008. The Ministry assesses providers against a set of standards which they must maintain at all times. If they fail to meet their standards, they will be required to rectify the identified gap. If they cannot rectify this, their approval may be suspended. A decision to suspend a provider is a serious decision and, depending on the risk, most providers are given multiple chances to address the concerns. Once suspended, a provider is given an opportunity for 60 days to submit

why and how they will meet the requirements of their suspension. Depending on the results of their submissions, the decision will be made to reinstate approval or to revoke their status.

The reasons for a suspension or termination of a provider's contract are found in notes on the individual file for that provider. In order to provide you with this information, Ministry staff would need to review the notes on each provider's file who had been suspended or terminated to ascertain the reason for the suspension or termination. As such, this part of your request is refused under section 18(f) of the Official Information 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.

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 after ten working days. The Ministry will do this by publishing this letter and attachments 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.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely



Maree Roberts
Associate Deputy Chief Executive, Community Investment

Table one: The names and outcome of investigations by the Ministry including the outcome of those investigations since 2008.

Provider Name	Status
The Kaitaia Community House Society Inc	Confirmation of approval
Wesley Wellington Mission Inc	Confirmation of approval
Kokiri Te Rahuitanga Charitable Trust	Confirmation of approval
Whare Timatatanga Hou Ora Inc	Confirmation of approval
Kokiri Te Rahuitanga Charitable Trust	Confirmation of approval
Te Akamata Anga Ou	Confirmation of approval with conditions
Te Kupenga Aroha Ltd	Revocation
Te Runanga O Te Whanau	Confirmation of approval
Mother of Divine Mercy Charitable Trust	Confirmation of approval
Anglican Trust for Women & Children	Confirmation of approval
The Youth Horizons Trust	Confirmation of approval
Te Roopu O Wai Ora Inc	Confirmation of approval with conditions
Folau Alofa Charitable Trust	Confirmation of approval
Otautahi Social Services Trust	Confirmation of approval
Shakti Community Council Incorporated	Confirmation of approval
The Porirua Budget Service Incorporated	Confirmation of approval
Te Iwi O Ngati Kahu Trust	Confirmation of approval
Tikipunga Protestant Children's Home	Confirmation of approval
Te Tai O Marokura Charitable Trust	Confirmation of approval
Tikipunga Protestant Children's Home	Confirmation of approval
Cannon's Creek Fanau Centre Trust	Confirmation of approval
Tui Glen Farm Holdings Limited	Relinquished
River City Training Academy (2006) Limited	Confirmation of approval
The Lifewise Trust	Confirmation of approval
Lalotoa I Aotearoa Community and Social Services Trust	Confirmation of approval
Ingria Ventures (2007) Limited	Revocation
Te Iwi O Ngati Kahu Trust	Confirmation of approval
Kids Republic Ltd	Confirmation of approval
Te Roopu Whakaruruhau O Nga Wahine Maori Inc	Confirmation of approval
Tikipunga Protestant Children's Home	Confirmation of approval
Te Runanga O Te Whanau	Confirmation of approval
Kuki Airani Angaanga Tupuna Trust	Confirmation of approval
Te Whanau O Waipareira Trust	Confirmation of approval
River City Training Academy (2006) Limited	Confirmation of approval
The Lifewise Trust	Confirmation of approval
South Auckland Family Refuge Incorporated	Confirmation of approval
OurKidz NZ -Ltd	Confirmation of approval
Phillipstown Community Centre Charitable Trust	Confirmation of approval

Provider Name	Status
Giggles Educare Ltd	Confirmation of approval with conditions
Hauraki Maori Trust Board	Confirmation of approval
Kokiri Marae Keriana Olsen Trust	Confirmation of approval
Shakti Asian Women's Safe House Inc	Confirmation of approval
Across-Te Kotahitanga O Te Wairua	Confirmation of approval
Te Runanga o Turanganui A Kiwa	Confirmation of approval
S.T.A.R.T. Taranaki	Confirmation of approval
Te Whanau O Waipareira Trust	Confirmation of approval
Ultimate After School Care Limited	Confirmation of approval
Refuge for Women and Children with Disabilities including Mental Health Issues - Camellia House Incorporated	Revocation
Awhina Whanau Services Incorporated	Confirmation of approval
Care Solutions Ltd - Christchurch	Confirmation of approval
After School Care Bryndwr Limited	Confirmation of approval
Whakaoranga	Relinquishment
Carisbrook School	Confirmation of approval
After School Care Bryndwr Limited	Confirmation of approval
Emerge Aotearoa Limited	Confirmation of approval
Key Assets NZ Limited	Confirmation of approval
Naku Enei Tamariki Incorporated	Confirmation of approval
Pride Lands Limited	Confirmation of approval with conditions
Te Iwi O Ngati Kahu Trust	Confirmation of approval
The Smash Club under the Umbrella of the Anglican Bishop of Wellington	Confirmation of approval
Pride Lands Limited	Assessment in progress
Taonga Education Centre Charitable Trust	Assessment in progress
Eileen Holmes trading as Bay Kids Club	Confirmation of approval

Notes:

- Confirmation of approval is where the provider resumes normal business.
- Relinquishment is where a provider chooses not to continue and stops providing services.
- Revocation is where the Ministry decides the provider can no longer operate.

Table two: Complaints broken down by provider name and the outcome of the complaint since 2008.

Provider Name	Outcome
Bay Kids Club	Special investigation
The Youth and Cultural Development Society Incorporated	No further action
Wind in the Willows Out of School Care Deanwell School OSCAR	No further action
Central Plateau Reap (Rural Education Activities Programme) Incorporated	Review Next Assessment
Head Office and Lower Hutt OSCAR House	No further action
Smash Club	Special investigation
Smash Club	No further action
4Fun Childcare	Further action required
4Fun Henderson	No further action
Paeroa Community Support Trust	No further action
Whanau Resource Centre O Pukekohe Charitable Trust	No further action
Kelly Club New Plymouth Limited	No further action
Cornerstone Children's Services Ltd - trading as Kid Central	Review Next Assessment
Homes of Hope Charitable Trust	No further action
The Young Men's Christian Association of Taranaki Incorporated	Review Next Assessment
Tararua Community Youth Services Incorporated	No further action
Thames Early Childhood Education Centre After School Care	No further action
SKIDS Milford	No further action
Pridelands - Berhampore	Special investigation
Te Iwi O Ngati Kahu Trust	Further action required
Tararua Community Youth Services Incorporated	No further action
Tararua Community Youth Services Incorporated	No further action
Belfast Community Network	Review Next Assessment
Dominion Road School After School Care	Further action required
Lavender House Limited - Happy Kids Out of School Club	Review Next Assessment
Do not contract use ID 13661 After School Kids	No further action
Scallywaggs Sprouts In-Home Childcare	Review Next Assessment
Feez Party Hub - Cook Island Community Centre	No further action
CASPA Harewood	No further action

Provider Name	Outcome
Kids Republic Playland	Further action required
SKIDS Mosston	No further action
Skids - Puketaha School	Review Next Assessment
After School Care Bryndwr - Wairakei	Relinquished
Oscar At Oaklands	No further action
Vardon After School Activities Programme	No further action
Turuki Health Care	No further action
After School Youth Ark Trust - Tawa	No further action
Awhio Management Services	No further action
4 Fun Youth Programme	No further action
Cannons Creek Opportunity Centre Incorporated	Further action required
Masada Community Trust	Further action required
Papakura Recreation And Fitness Centre	No further action
Masada Community Trust	No further action
Chipmunks Mt Roskill 2013	Review Next Assessment
Hit Play Limited	No further action
The Kiwi Kids Club	No further action
Angels After School Care	Relinquished
Alicetown After School Care Hutt Central School	No further action
Henderson Budget Service Incorporated	Review Next Assessment
Homes of Hope Charitable Trust	No further action
East Care After 3 Inc	No further action
Nelson Women's and Children's Refuge Services	No further action
Carisbrook School After School Care Programme	No further action
IDEA Services Limited	No further action
SKIDS Te Hihi	No further action
SKIDS Te Hihi	No further action
Camp Raglan	No further action
Camp Raglan	No further action
Birthright Levin Incorporated	No further action
Alicetown After School Care Hutt Central School	No further action
The Open Home Foundation Of New Zealand	No further action
Te Roopu Whakaruru Hau	No further action
Kids Domain - Lower Hutt	No further action
Rainbow Kidz Start	No further action
Porirua Whanau Centre Trust	No further action
Tawa Chipmunks	No further action
Waiapu Anglican Social Service/Papamoa Community Support Service	No further action

Lyll Bay School Afterschool Care	No further action
Provider Name	Outcome
Refuge for Women and Children with Disabilities including Mental Health Issues	Special investigation
Papakura Marae Society Incorporated	No further action
Te Roopu O Te Whanau Rangimarie O Tamaki Makaurau	No further action
Creative Stepz Ltd	No further action
Creative Stepz Ltd	Further action required
Creative Stepz Ltd	No further action
Kidzshout	No further action
OurKidz NZ OSCAR - Waikuku	Special investigation
YMCA Auckland	No further action
Afterschool Papanui	Special investigation
Shakti Legal Advocacy & Family Social Services Inc	No further action
Kids Choice	No further action
Ngati Kahu Social Services Incorporated T/A Ngati Kahu Social and Health Service	No further action
SKIDS Wadestown School	Further action required
Puketaha After School Care	No further action
Waimarino Limited	No further action
Gore Women's Refuge	No further action
School's Out Beez Kneez Bledisloe School Taradale	No further action
Konini After School Care Programme	Further action required
Russley After School Care & Learn Oscar	No further action
Dynamik Dragons Trust	No further action
Afterschool Papanui	Further action required
Care Solutions	No further action
Porirua Pacific Village Ltd	Relinquished
Wellington Ending Abuse & Violence Inc	Further action required
Atiawa Ki Whakarongotai	No further action
Heretaunga Maori Executive Committee	Special investigation
Taeaomanino Trust	Further action required
Taeaomanino Trust	No further action
Whare Timatatanga Hou Ora	No further action
Te Rakau Hua O Te Wao Tapu	No further action
Palmerston North Womens Refuge	No further action
Pride Lands Mt Cook	No further action
Parkview Oscar	Further action required
Cadbury Kids Holiday Programme	No further action
Parkview Oscar	Further action required
School Lane Afer School Care	No further action
Kidz R Gold (School Lane After School Care)	No further action

Provider Name	Outcome
Indigenous Trust	No further action
The Mount Cargill Trust	Further action required
Te Whariki Manawahine O Hauraki	No further action
Otangarei Trust	Further action required
Te Whariki Manawahine O Hauraki Incorporated	No further action
Wesley Community Action	Further action required
Kaitaia Community House	No further action
Central Otago Women's Support Link Inc	No further action
Heretaunga Maori Executive Committee	Special investigation
Ngapuhi Iwi Social Services Ltd	No further action
Waitomo Papakainga	Further action required
Heretaunga Maori Executive Committee	Special investigation
Helensville After School Care	Special investigation
Taeaomanino Trust	No further action
Wesley Community Action	Special investigation
Huakina Development Trust	No further action
Wairaka Kokiri Trust Community Services	Further action required
Wesley Community Action	Special investigation
Te Rakau Hua O Te Wao Tapu	No further action
Ngapuhi Iwi Social Services Ltd	No further action
Heretaunga Maori Executive Committee	No further action
Heretaunga Maori Executive Committee	No further action
Heretaunga Maori Executive Committee	No further action
Heretaunga Maori Executive Committee	No further action
Open Home Foundation	No further action
Waitomo Papakainga	No further action
Waitomo Papakainga	No further action
Ngapuhi Iwi Social Services Ltd	No further action

Notes:

- Further action required is a complaint that was investigated by the Ministry and further actions were placed on the provider. Types of actions that the Ministry would take would include asking the provider to respond to the complaint via a letter or in a meeting, a further review assessment or a special investigation. The outcome of these would be that the provider would be required to rectify any breaches to the Approvals standards.
- Special investigations are completed when concerns are brought to the Ministry's attention related to a provider's inability to meet the Approvals standards.

Table three: The names of providers who either had their contract suspended or revoked since 2008.

Provider Name	Approval status
Pukekohe Youth Council	Suspension
Te Awamutu Women'S Refuge.	Revocation
V5 Image Trust	Revocation
Lollipops Playland Christchurch	Suspension
Te Kupenga Aroha Ltd	Revocation
Heretaunga Maori Executive Committee	Suspension
Tui Glen Farm Partnership	Suspension
River of Tyme Trust	Revocation
Afterschool Papanui	Revocation
SKIDS West Eyreton	Revocation
SKIDS Clarkville	Revocation
Te Runanga O Te Whanau	Suspension
Heretaunga Maori Executive Committee	Suspension
Tangata Piringa Incorporated	Revocation
Neighbourhood Trust	Revocation
Heretaunga Maori Executive Committee	Revocation
Raukura Waikato Social Services Trust	Suspension
Lavender House Limited - McLaren Falls Camp	Suspension
Lavender House Limited OSCAR Activate	Suspension
Refuge for Women and Children with Disabilities including Mental Health Issues -	Revocation
Refuge for Women and Children with Disabilities including Mental Health Issues -	Suspension
Care Solutions	Revocation
Te Hunga Manaaki O Te Puke	Revocation
Y 2 Y Trust	Revocation
Raukura Waikato Social Services Trust	Revocation
Pacific Island Safety & Prevention Project Incorporated	Revocation
Te Aupouri Maori Trust Board	Revocation
Te Kupenga Hauora-Ahuriri	Suspension
The O Lounge	Suspension
Murupara Youth Centre Trust	Revocation
Kidz Inc Maori Hill School	Revocation
Pridelands	Suspension
SKIDS - Aranui	Suspension
Pridelands - Berhampore	Suspension

Notes:

- Every suspension will either lead to a revocation, or if a provider meets the requirements their suspension will be lifted and their Approval will be confirmed.