



9 August 2022

Tēnā koe

On 10 May 2022, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *All information that the Ministry of Social Development hold on the following:*
 1. *Ministry of Social Development policy and procedure for compensating victims of abuse suffered in state care;*
 2. *Ministry of Social Development policy and obligations in supporting prisoners upon release, including procedure for prisoners to apply for a benefit and find accommodation; and*
 3. *Sharing of information between government departments including how the information is used, checked, and maintained.*

We request this include all documents, reports, electronic files, and manuals held by the Ministry of Social Development relating to these issues.

For the sake of clarity, the Ministry will respond to each request in turn.

1. *Ministry of Social Development policy and procedure for compensating victims of abuse suffered in state care.*

The Historic Claims team provides a redress process for those who were harmed as a result of abuse or neglect while in the care, custody, guardianship or had come to the notice of Child Youth and Family or its predecessor agencies prior to 1 April 2017. Our redress process does not provide compensation for survivors; rather it seeks to provide an opportunity for claimants to have their concerns heard, and for the Ministry to acknowledge any harm or failure that occurred to that person.

The primary document for understanding how the historic claims process operates can be found in the Ministry's Historic Claims Business Process and Guidance at the following link: www.msd.govt.nz/documents/about-msd-and-

[our-work/work-programmes/historic-claims/msd-historic-claims-business-process-guidance.pdf](https://www.msd.govt.nz/our-work/work-programmes/historic-claims/msd-historic-claims-business-process-guidance.pdf). More detailed practice guidance about certain aspects of the Historic Claims process can be found at the following link: www.msd.govt.nz/documents/about-msd-and-our-work/work-programmes/historic-claims/msd-historic-claims-business-process-guidance.pdf.

You may also find helpful the link to the Ministry's website where you can find information regarding Historic Abuse – Making a Claim information: www.msd.govt.nz/about-msd-and-our-work/work-programmes/historic-claims/index.html. This web page also contains a copy of Historic Claims privacy statement which discusses when the Historic Claims team may share information with other government agencies.

If you have any other questions about the Historic Claims process, you are welcome to contact the team by emailing historicclaims@msd.govt.nz.

2. *Ministry of Social Development policy and obligations in supporting prisoners upon release, including procedure for prisoners to apply for a benefit and find accommodation; and*

The Ministry supports prisoners upon release through the Supporting Offenders into Employment (SOE) service. SOE is a service delivered by 25 specialist case managers across the country, this includes six case managers in Auckland who work with Bail Support Services, engaging alongside those on bail in the community.

You may find the SOE Evaluation Report about on the Ministry's website helpful: www.msd.govt.nz/about-msd-and-our-work/publications-resources/research/supporting-offenders-employment/supporting-offenders-employment-six-months.html#:~:text=Supporting%20Offenders%20into%20Employment%20is,from%20prison%20into%20sustainable%20employment.

The service has been designed to engage people early prior to release, to receive a holistic approach towards finding and sustaining employment. SOE provides support for up to 24 months including granting of benefits, benefit inquiries, assisting with accommodation if needed, and post placement support.

The Ministry also has one external provider, Te Pā (formally known as PARS) which are based in Auckland. Te Pā service is for anyone who is sentenced, in prison or recently released, and:

- has a release date within the next 0 –16 weeks
- intends to live in Central, North or West Auckland
- has been recently released into the community in last six months, and
- wants to find employment upon release.

You can find information on the Ministry's website regarding help you can receive when Released from Prison at the following link: www.workandincome.govt.nz/eligibility/lost-job/prison.html.

You may find helpful information on the Ministry's website regarding Housing when you leave prison at the following link: www.workandincome.govt.nz/housing/nowhere-to-stay/leave-prison.html.

The Ministry's internal website provides staff with information to help with understanding the process of Steps to Freedom. Please find enclosed a copy of this information.

You will note that the names of some individuals are withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

There is further information about Steps to Freedom grant on release, if you have been in prison for 31 days or more, on this link: www.workandincome.govt.nz/products/a-z-benefits/steps-to-freedom-grant.html.

3. *Sharing of information between government departments including how the information is used, checked, and maintained.*

Sometimes the Ministry needs to share client information with people or organisations and suppliers outside of our organisation. You can find more information on this at the following link: www.workandincome.govt.nz/about-work-and-income/privacy-notice/sharing-your-information.html.

Please find a list of government agencies we share information with and the reasons we share it with them at the following link: www.workandincome.govt.nz/about-work-and-income/privacy-notice/list-of-agencies-we-share-information-with.html.

You may also find helpful the Ministry's Code of Conduct at the following link: www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/official-information-responses/2022/march/30-3-2022-request-for-copy-of-msd-s-internal-policies-including-code-of-conduct-and-overlapping-duties-of-care-policy-msd-code-of-conduct-.pdf.

The Privacy Act 2020 governs how agencies can use and disclose personal information. When sharing information between government departments, restrictions on use are also covered by relevant information sharing agreements or where necessary an Approved Information Sharing Agreement (AISA), which must be approved by the Office of the Privacy Commissioner.

A list of current AISAs can be found at the following link: www.privacy.org.nz/privacy-act-2020/information-sharing/approved-information-sharing-agreements/.

In addition, all Ministry information is expected to be used and maintained in line with our approved standards, which include:

- Information Retention and Disposal, and
- Minimum Metadata Capture

Please find these standards attached. These standards apply to all the Ministry information created and collected for Ministry business that is subject to the Public Records Act 2005.

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.

If you are not satisfied with this response, 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.

Ngā mihi nui

 PP

Magnus O'Neill
General Manager
Ministerial and Executive Services