

**MINISTRY OF SOCIAL  
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

9 May 2022

Dear

On 24 February 2022, you emailed the Ministry of Social Development (MSD) requesting, under the Official Information Act 1982 (the Act), the following information:

1. *How much in funds is distributed by MSD per month per MSD regional Office per year over the last 10 years up to and inclusive 1 March 2022 in regard to Emergency Benefits or Grants?*
2. *How many individuals were supported in the deployment of these Benefits?*
3. *How many individuals were repeat customers seeking these benefits over that 10-year period?*
4. *How long has the NEETS Contract being running?*
5. *How much has been invested in this program per year over the last 10 years?*
6. *How much in NEETS funds are deployed Regionally and to what amounts?*
7. *Who has been contracted and deployed these funds per year over the last 10 years in each Region?*
8. *How many beneficiaries in the NEETS Contracts were still beneficiaries at the end of each Contract?*
9. *How many over the last 10 years have presented to receive a benefit within 2 and then 3 years of being on the NEETS program?*
10. *Over the last 10 years what Budget lines have been underspent in MSD?*
11. *Why have they been under spent?*
12. *Has the NEETS fund ever been underspent in the last 10 years?*

13. *If so, what years and why?*

14. *In regard to your Regional deployment in Tamaki Makaurau, over the last 10 years provide the MSD Regional Organisational Chart.*

15. *In regard to these Charts how many employees were employed each year in Tamaki Makaurau?*

16. *At what total OPEX and CAPEX cost per year did the region cost?*

17. *What was achieved per year at this OPEX, CAPEX cost?*

18. *We understand that the number of Bureaucrats employed has increased dramatically over the last 4 years. What was the full numbers of Staff employed in 2017 and how many are employed now?*

19. *What is the cost difference of running MSD in 2018 till 30 June 2022 broken out per year?*

20. *What number of consultants and contractors have been used over the last 10 years. In each year name the contractor, the value and longevity of the Contract and its area of coverage?*

Please find MSD's response below.

1. *How much in funds is distributed by MSD per month per MSD regional Office per year over the last 10 years up to and inclusive 1 March 2022 in regard to Emergency Benefits or Grants?*
2. *How many individuals were supported in the deployment of these Benefits?*
3. *How many individuals were repeat customers seeking these benefits over that 10-year period?*

With regard to the three questions above, you clarified on 17 March 2022 that you are requesting the following:

- *All types of Hardship & Emergency Support – including any one-off hardship assistance grants; tangihanga; accommodation, schooling costs*
- *Emergency Housing Special Needs Grants/Loans*
- *Emergency Food grants*

*We do not seek information on assistance named 'Emergency Benefit, which we understand is for whanau who are not eligible for any other type of main benefit – usually due to technical reasons.*

Please find the following data tables in the enclosed spreadsheet:

- **Table 1:** The number of hardship grants and amounts in the period 1 January 2012 to 28 February 2022, by MSD region, calendar year, type of grant
- **Table 2:** The number of hardship grants and amounts for specific reasons in the period 1 January 2012 to 28 February 2022, by MSD region, reason, calendar year

- **Table 3:** The number of clients with repeat hardship grants for the period 1 January 2012 to 28 February 2022

Regarding Table 1 and Table 2, MSD has provided you with an annual breakdown. In order to provide a monthly breakdown, MSD would need to divert personnel from their core duties and allocate extra time to complete this task. The diversion of these resources would impair MSD's ability to continue standard operations and would be an inefficient use of MSD's resources. As such, this aspect of your request is refused under section 18(f) of the Act, as it requires substantial manual collation.

The greater public interest is in the effective and efficient administration of the public service. MSD has considered whether it would be able to respond to the request given extra time, or the ability to charge for the information requested. MSD has concluded that, in either case, its ability to undertake its work would still be prejudiced.

4. *How long has the NEETS Contract being running?*

Please refer to the Minister for Social Development and Employment's response to Written Parliamentary Question 7340 (2022), available at:

- [https://www.parliament.nz/en/pb/order-paper-questions/written-questions/document/WQ\\_07340\\_2022/7340-2022-debbie-ngarewa-packer-to-the-minister-for](https://www.parliament.nz/en/pb/order-paper-questions/written-questions/document/WQ_07340_2022/7340-2022-debbie-ngarewa-packer-to-the-minister-for).

5. *How much has been invested in this program per year over the last 10 years?*

Please refer to the Minister for Social Development and Employment's response to Written Parliamentary Question 7336 (2022), available at:

- [https://www.parliament.nz/en/pb/order-paper-questions/written-questions/document/WQ\\_07336\\_2022/7336-2022-debbie-ngarewa-packer-to-the-minister-for](https://www.parliament.nz/en/pb/order-paper-questions/written-questions/document/WQ_07336_2022/7336-2022-debbie-ngarewa-packer-to-the-minister-for).

Information from the financial years before the 2016/2017 financial year is refused under section 18(f) of the Act, as it requires substantial manual collation. MSD would need to divert personnel from their core duties and allocate extra time to complete this task. The diversion of these resources would impair MSD's ability to continue standard operations and would be an inefficient use of MSD's resources. The greater public interest is in the effective and efficient administration of the public service.

MSD has considered whether it would be able to respond to the request given extra time, or the ability to charge for the information requested. MSD has concluded that, in either case, its ability to undertake its work would still be prejudiced.

6. *How much in NEETS funds are deployed Regionally and to what amounts?*

Please refer to the Minister for Social Development and Employment's response to Written Parliamentary Question 7314 (2022) and 7336 (2022), available at:

- [https://www.parliament.nz/en/pb/order-paper-questions/written-questions/document/WQ\\_07336\\_2022/7336-2022-debbie-ngarewa-packer-to-the-minister-for](https://www.parliament.nz/en/pb/order-paper-questions/written-questions/document/WQ_07336_2022/7336-2022-debbie-ngarewa-packer-to-the-minister-for).

Information from the financial years before the 2016/2017 financial year is refused under section 18(f) of the Act, for the same reasons as above.

7. *Who has been contracted and deployed these funds per year over the last 10 years in each Region?*

Please refer to the Minister for Social Development and Employment's response to Written Parliamentary Question 8319 (2022), available at:

- [https://www.parliament.nz/en/pb/order-paper-questions/written-questions/document/WQ\\_08319\\_2022/8319-2022-debbie-ngarewa-packer-to-the-minister-for](https://www.parliament.nz/en/pb/order-paper-questions/written-questions/document/WQ_08319_2022/8319-2022-debbie-ngarewa-packer-to-the-minister-for)

8. *How many beneficiaries in the NEETS Contracts were still beneficiaries at the end of each Contract?*

Please refer to the Minister for Social Development and Employment's response to Written Parliamentary Question 7274 (2022), available at:

- [https://www.parliament.nz/en/pb/order-paper-questions/written-questions/document/WQ\\_07274\\_2022/7274-2022-debbie-ngarewa-packer-to-the-minister-for](https://www.parliament.nz/en/pb/order-paper-questions/written-questions/document/WQ_07274_2022/7274-2022-debbie-ngarewa-packer-to-the-minister-for).

9. *How many over the last 10 years have presented to receive a benefit within 2 and then 3 years of being on the NEETS program?*

MSD would need to divert personnel from their core duties and allocate extra time to complete this task. The diversion of these resources would impair MSD's ability to continue standard operations and would be an inefficient use of MSD's resources. As such, this aspect of your request is refused under section 18(f) of the Act, as it requires substantial manual collation.

The greater public interest is in the effective and efficient administration of the public service. MSD has considered whether it would be able to respond to the request given extra time, or the ability to charge for the information requested. MSD has concluded that, in either case, its ability to undertake its work would still be prejudiced.

10. *Over the last 10 years what Budget lines have been underspent in MSD?*

11. *Why have they been under spent?*

Regarding these two questions, MSD would need to divert personnel from their core duties and allocate extra time to complete this task. The diversion of these resources would impair MSD's ability to continue standard operations and would be an inefficient use of MSD's resources. As such, this aspect of your request is refused under section 18(f) of the Act, as it requires substantial manual collation.

The greater public interest is in the effective and efficient administration of the public service. MSD has considered whether it would be able to respond to the request given extra time, or the ability to charge for the information requested.

MSD has concluded that, in either case, its ability to undertake its work would still be prejudiced.

12. *Has the NEETS fund ever been underspent in the last 10 years?*

13. *If so, what years and why?*

Regarding these two questions, please refer to the Minister for Social Development and Employment's response to Written Parliamentary Question 7337 (2022), available at:

- [https://www.parliament.nz/en/pb/order-paper-questions/written-questions/document/WQ\\_07337\\_2022/7337-2022-debbie-ngarewa-packer-to-the-minister-for-](https://www.parliament.nz/en/pb/order-paper-questions/written-questions/document/WQ_07337_2022/7337-2022-debbie-ngarewa-packer-to-the-minister-for-)

14. *In regard to your Regional deployment in Tamaki Makaurau, over the last 10 years provide the MSD Regional Organisational Chart.*

Please refer to the enclosed organisational charts of the MSD structure in Tamaki Makaurau. The structure was last changed in 2021.

Please note that MSD's organisational structure is arranged by business group, rather than region. We have provided organisational charts for Tamaki Makaurau where these are held. These organisational charts may not show a complete view of the organisational structure of Tamaki Makaurau for the last 10 years. You can find more information about MSD's current structure on our website: <https://www.msd.govt.nz/about-msd-and-our-work/about-msd/our-structure/index.html>.

15. *In regard to these Charts how many employees were employed each year in Tamaki Makaurau?*

The table below shows the number of full-time equivalent (FTE) employees (permanent and fixed-term) in the Tamaki Makaurau region of MSD for the last 10 years:

<b>Date</b>	<b>Number of FTE employees</b>
28/02/2022	2,160.8
30/06/2021	2,247.7
30/06/2020	1,910.2
30/06/2019	1,677.2
30/06/2018	1,596.3
30/06/2017	1,646.5
30/06/2016	2,672.1
30/06/2015	2,699.1
30/06/2014	2,619.3
30/06/2013	2,441.4

**Notes:**

- The numbers above exclude employees on long-term leave without pay or parental leave.
- The numbers from 2013 to 2016 include Child, Youth and Family. In 2017 - Child, Youth and Family became Oranga Tamariki—Ministry for Children.
- The Tamaki Makaurau region is defined using the Statistics New Zealand map of regions.

16. *At what total OPEX and CAPEX cost per year did the region cost?*

Please find the Tamaki Makaurau regional breakdown of operating expenses (OPEX) for the financial years 2017/18 to 2021/2022 (up to the end of December 2021) in the below table.

CAPEX data is not held by MSD at a regional level. The latter is refused under section 18(g)(i) of the Act. However, the total departmental CAPEX figures can be found on page 131 of the most recent Annual Report:

- <https://annualreport2021.msd.govt.nz/assets/Uploads/documents/Performance-financial-statements-and-appendices.pdf>

<b>Year</b>	<b>Actual cost</b>
2021/22 (6 months to December 2021)	\$70,260,775
2020/21	\$135,539,299
2019/20	\$114,579,931
2018/19	\$102,085,576
2017/18	\$104,308,526
2016/17	\$110,427,697

17. *What was achieved per year at this OPEX, CAPEX cost?*

As you will be aware, achievements are outlined in the Ministry's Annual Reports, available here: <https://www.msd.govt.nz/about-msd-and-our-work/publications-resources/corporate/annual-report/>.

Otherwise, we invite you to further specify your question.

18. *We understand that the number of Bureaucrats employed has increased dramatically over the last 4 years. What was the full numbers of Staff employed in 2017 and how many are employed now?*

The below table below shows the number of MSD full-time equivalent (FTE) employees (permanent and fixed-term) at 30 June 2017, 30 June 2021, and 28 February 2022 at the national level.

The majority of this increase in FTE is because the Ministry received additional temporary funding to respond to COVID-19 impacts and provide additional services to New Zealanders.

<b>Business Groups</b>	<b>30 June 2017</b>	<b>30 June 2021</b>	<b>28 Feb 2022</b>
Chief Executive, Deputy Chief Executive and Support	33.1	-	-
Chief Executive Office	-	15.0	7.0
Corporate Solutions	1,089.5	-	-
People and Capability	-	1,064.8	1,021.4
Organisational Assurance and Communication	-	206.1	217.1

Māori, Communities and Partnerships	-	203.0	220.3
Insights and Investment	93.5	-	-
Strategy and Insights	-	179.1	209.9
Business Integration	-	-	7.0
Social Policy	103.2	-	-
Policy	-	156.7	170.7
Service Delivery	5,449.0	7,347.4	7,183.8
Housing	31.0	-	-
<b>Total</b>	<b>6,799.3</b>	<b>9,172.1</b>	<b>9,037.2</b>

**Notes:**

- The numbers above exclude employees on long-term leave without pay or parental leave.
- Gaps in the table indicate that the relevant business unit did not exist at the time. For example, the Chief Executive's Office replaced the former 'Chief Executive, Deputy Chief Executive and Support' business unit.

19. *What is the cost difference of running MSD in 2018 till 30 June 2022 broken out per year?*

Please refer to the Minister for Social Development and Employment's response to Written Parliamentary Question 7286 (2022), available at:

- [https://www.parliament.nz/en/pb/order-paper-questions/written-questions/document/WQ\\_07286\\_2022/7286-2022-debbie-ngarewa-packer-to-the-minister-for](https://www.parliament.nz/en/pb/order-paper-questions/written-questions/document/WQ_07286_2022/7286-2022-debbie-ngarewa-packer-to-the-minister-for).

20. *What number of consultants and contractors have been used over the last 10 years. In each year name the contractor, the value and longevity of the Contract and its area of coverage?*

Please refer to the Minister for Social Development and Employment's response to Written Parliamentary Question 7286 (2022), available at:

- [https://www.parliament.nz/en/pb/order-paper-questions/written-questions/document/WQ\\_09841\\_2022/9841-2022-debbie-ngarewa-packer-to-the-minister-for](https://www.parliament.nz/en/pb/order-paper-questions/written-questions/document/WQ_09841_2022/9841-2022-debbie-ngarewa-packer-to-the-minister-for).

The principles and purposes of the Act under which you made your request are:

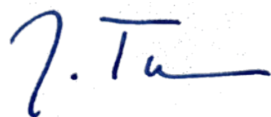
- to create greater openness and transparency about the plans, work and activities of the Government
- to increase the ability of the public to participate in the making and administration of our laws and policies
- to lead to greater accountability in the conduct of public affairs.

MSD fully supports those principles and purposes. MSD therefore intends to make the information contained in this letter and any attached documents available to the wider public. MSD will do this by publishing this letter on its website. Your personal details will be deleted and MSD 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 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

A handwritten signature in blue ink, appearing to read 'J. Tu', with a horizontal line extending to the right.

Judith Turner

**Manager, Official and Parliamentary Information  
Ministerial and Executive Services**