



4 March 2024

Tēnā koe

### **Official Information Act request**

Thank you for your email of 7 February 2024, requesting information about Emergency Housing Special Needs Grants (EH SNGs) paid to Pacific Motor Inn.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on each part of your request set out below.

- *Is there a formal or informal agreement in place between MSD and the operator at 261 Maunganui Road (Pacific Motor Inn);*
- *If so, when did the arrangement commence and what is the essence of the agreement;*
- *Does the agreement have a termination date, or is it ongoing. If it is ongoing, how often and on what basis is it reviewed.*

The Ministry of Social Development (the Ministry) registers hardship suppliers for the purpose of facilitating payments on behalf of eligible clients. Please note that registered supplier status does not indicate a contractual relationship between the Ministry and a supplier, or an endorsement of the services provided. A registered supplier can choose to discontinue providing services such as emergency housing.

The Emergency Housing Supplier Standards set out the Ministry's expectations that people staying in emergency housing receive the same level of service and are treated with the same care and respect as any other paying customer. While suppliers will have the option to choose to opt in, the Ministry expects that all suppliers providing emergency housing should meet minimum standards of suitability, and safety standards set by regulatory agencies.

From 6 November 2023, the Ministry will only grant EH SNGs for clients to stay with opted-in suppliers, except in some limited circumstances (such as a lack of vacancies with opted-in suppliers in a particular location). The Ministry is therefore encouraging suppliers to opt-in, provided they meet the standards required. Where the Ministry is made aware of any concerns with suppliers meeting the standards, these concerns will be discussed with the suppliers directly. Failure to address any concerns in a reasonable timeframe can result in the removal of the supplier's opt-in status.

The Ministry's role is to grant EH SNGs for the cost of emergency housing. The contractual relationship is between the client receiving the EH SNG and the emergency housing supplier. As the Ministry is not party to the contract, we cannot

require any supplier to opt-in to the standards. Currently, Pacific Motor Inn is an opted-in supplier.

Your request for a formal or informal agreement between the Ministry and Pacific Motor Inn is refused under section 18(e) of the Act as the information does not exist or, despite reasonable efforts to locate it, cannot be found.

- *What is the total amount of money paid to the operator of 261 Maunganui Road (Pacific Motor Inn) since commencement (preferably broken into financial or calendar years);*

Please see **Table One** below in response to your request.

**Table One: The number of hardship grants and the amount granted to Pacific Motor Inn during the period 1 October 2016 to 31 December 2023, broken down by year.**

Year	EH SNG		Other	
	Number grants	Amount Granted	Number grants	Amount Granted
<b>2019</b>	S	\$340.00	S	\$450.00
<b>2022</b>	312	\$1,426,473.60	S	\$2,092.43
<b>2023</b>	384	\$2,161,035.38	S	\$4,188.03
<b>Total</b>	<b>699</b>	<b>\$3,587,848.98</b>	<b>9</b>	<b>\$6,730.46</b>

**Notes for Table:**

- The amount granted includes EH SNGs and Other grants and advances paid to the supplier.
- 'Other' grants include security deposits and related payments, and these can be returned to the Ministry if there was no damage.
- The number of grants is not the number of clients. A client can have more than one grant in the quarter.
- The amount granted may not be the amount spent.
- To protect confidentiality, the Ministry uses processes to make it difficult to identify an individual person or entity from published data.
- These data tables have had random rounding to base three applied to all cell counts in the table.
- The impact of random rounding is that columns and rows may not add exactly to the given column or row totals.
- The published counts will never differ by more than two counts.

Numbers that are suppressed and marked with 'S' have been 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.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

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 my decision on your request regarding the Pacific Motor Inn, 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.

Ngā mihi nui

pp. 

Magnus O'Neill

**General Manager**

**Ministerial and Executive Services**