



11 November 2024

Tēnā koe

Official Information Act Request

Thank you for your email of 7 September 2024, requesting information about Te Pokapū including funding and referral process. I have considered your request under the Official Information Act 1982 (the Act). Please find my decision below.

- 1. How much did it cost for the initial set up of the facility Te Pokapu (The Hub) at 1199 Fenton Street, Rotorua?*
- 6. What is the purpose of the Te Pokapu facility?*
- 7. What services does Te Pokapu provide on-site at this facility?*

Please refer to the publicly released Cabinet paper and Report which provide the information you have requested.

- www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/official-information-responses/2021/december/20211223-request-for-report-requirement-to-see-fiscally-neutral-adjustment-to-enable-te-pokapu-rotorua-housing-hub-contract-to-be-finalised-rep-21-9-1003.pdf
- www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/information-releases/cabinet-papers/2023/emergency-housing-system-review-release.pdf

- 2. What government funding does Te Pokapu receive?*

The Ministry has a current contract with Te Taumata O Ngati Whakaue Iho Ake Trust, the legal entity who run Te Pokapū. The contract commenced on 1 November 2022 and expires on 30 June 2025, and its value is \$2,751,000.00.

- 3. Has Rotorua Lakes Council contributed any funding to Te Pokapu? If so, how much?*

This question has been transferred to Rotorua Lakes Council.

- 4. Where is all the funding for Te Pokapu sourced from?*

The Ministry does not hold information on all funding sources for Te Pokapū, and has no grounds to believe a single source of funding information is held by another government department or Minister. I am refusing this part of your request under section 18(g)(i) of the Act.

- 5. Are the Te Pokapu premises owned or leased?*

The Te Pokapū premises are leased.

- 8. How many people are employed at Te Pokapu?*

The Ministry does not hold information on how many people are employed at Te Pokapū, and has no grounds to believe a single source of funding information is held by another department or Minister. I am refusing this part of your request under section 18(g)(i) of the Act.

9. Are any people working at the Te Pokapu facility employed by Ministry of Social Development (MSD)?

There are three Ministry staff who permanently work at Te Pokapū: a Case Manager, an Integrated Services Case Manager, and a Housing Case Manager.

10. What is the referral process? Does MSD refer clients to Te Pokapu?

There is no formal referral process from the Ministry to Te Pokapū, clients are advised to seek triage directly from Te Pokapū.

11. How many people per month are being triaged through Te Pokapu?

12. Of those being triaged, how many people are from other locations, other than Rotorua?

As you have not specified a period, I have decided to provide you with information about how many people engaged the Te Pokapū service in the most recent financial quarter: July – 173 people; August – 137 people; September 127 people.

Of those people, three in July, three in August and eight in September were unable to be progressed due to their normal place of residence being outside of the qualifying region.

It is important to note that of the people who engaged with the service, not all will have engaged with the service due to housing needs. For example, some may have engaged with the service for clinical or Iwi related services.

13. Has the number of people being triaged reduced in the last year from July 2023 to July 2024?

In July 2023, 162 people engaged the Te Pokapū service. In June 2024, 161 people engaged the Te Pokapū service. Monthly triage numbers appear relatively consistent across this period.

14. Which accommodation providers does Te Pokapu refer their clients to in Rotorua? Please provide a list of names of the accommodation providers.

We understand Te Pokapu may refer people to suitable longer-term housing opportunities in Contracted emergency housing, transitional housing, and social housing.

Te Pokapu does not directly refer people to emergency housing. If someone requires emergency housing, they are referred to the Ministry.

The emergency housing suppliers the Ministry refers clients to are Victoria Lodge and Gibson Court.

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.

If you are not satisfied with my decision on your request for information relating to Te Pokapu, you have the right to seek an investigation and review by the Ombudsman. Information is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui

A handwritten signature in black ink, appearing to read 'Magnus', is positioned above the typed name.

Magnus O'Neill
General Manager
Ministerial and Executive Service