



10 July 2025

Tēnā koe

### **Official Information Act request**

Thank you for your email of 22 May 2025, requesting information about FTE funding provided to affiliated and non-affiliated women's refuges, and any men's refuges.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below. For the sake of clarity, I will respond to your request in parts.

- 1. How many FTE are funded in non-affiliated refuges? How many non-affiliated refuges does MSD have contracts with for refuge services?*

As at May 2025, the Ministry of Social Development (the Ministry) funds 14 non-affiliated providers to deliver 17 women's refuge services across Aotearoa. Across these 14 non-affiliated services, the Ministry funds a total of 86 full-time equivalents (FTEs) for family violence service delivery.

- 2. What is the minimum, maximum, and average FTE rate per year for non-affiliated women's refuges.*

All non-affiliated refuges currently receive the same FTE rate of \$136,000.00 per FTE. There is no variation in the FTE rate applied.

- 3. How many FTE are funded for refuges affiliated to the National Collective of Independent Women's Refuges?*

The Ministry currently funds 178.5 FTEs for affiliated refuges operating under the Partnership Outcome Agreement with the National Collective of Independent Women's Refuges (NCIWR).

- 4. How is the FTE rate calculated for both affiliated and non-affiliated refuges.*

The current FTE rate has been calculated consistently for both affiliated and non-affiliated refuges. This rate encompasses all costs associated with delivering the service, including staffing, support and external supervision, direct expenses (e.g., vehicle costs, IT and/or operating a safe house), and overheads such as administration, management, rent and utilities.

We recognise that each provider may distribute costs differently, depending on how they operate their service to best suit their community and workforce – as

long as they are delivering specialist family violence services in line with the *Family Violence Safety and Stability Services Service Guidelines* and are fully compliant with their Ministry Outcome Agreement.

At a minimum, the Ministry expects that:

- External practice supervision and cultural capability support and development, both provided at least monthly.
- The total number of FTE funded through the Outcome Agreement reflects the minimum number of frontline specialist family violence workers the provider employs.
- An average salary of \$65,000 for frontline workers.

*5. For affiliated refuges, how is it determined how many FTE each refuge gets?*

The total number of FTEs is negotiated between the Ministry and NCIWR at the national level under the Partnership Outcome Agreement. NCIWR, as the lead provider, is responsible for allocating FTEs, with the Ministry's agreement, to its affiliated member refuges in line with service needs and contractual expectations.

*6. Does MSD support with funding any men's refuges or services for Users of Violence outside of Te Huringa? If so, what is the number of FTE supported and what are the minimum, average and maximum FTE rates?*

At present, the Ministry does not fund any dedicated men's refuges. However, in addition to Te Huringa ō Te Ao services, the Ministry also funds services for users of violence through the Wraparound Housing Service.

As at May 2025, the Ministry funds 31.5 FTEs, with an FTE rate of \$152,000 for Wraparound Housing Service. The FTE rate for this service includes additional funding to enable providers to offer salaries aligned with the Te Kawa Mataaho Public Service Commission pay spine. Eligible affiliated and non-affiliated refuges that applied for the Social Work Pay Equity Extension will also receive additional funding. This additional funding is currently administered separately from the FTE rate and its associated calculations.

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, 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.



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