



22 November 2023

Tēnā koe

On 20 October 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

A list of every facility that has been used for emergency housing in Rotorua, Tauranga and the Western Bay of Plenty in the last five years.

- *Please have this data sectioned into each area - Rotorua, Tauranga and Western Bay of Plenty.*
- *Please include the number of distinct clients that have stayed at each accommodation.*
- *Please include the number of EHSNG that have been granted to each accommodation.*
- *Please include the total amount (\$) granted to each accommodation.*
- *Please include if MSD has stopped using a particular accommodation.*

You have requested a list of accommodation suppliers available in Rotorua, Tauranga, and Western Bay of Plenty Territorial Authorities (TLAs). The Ministry is unable to provide a list of EH suppliers in a certain area as businesses may provide a registered address that is different to the physical address of their service (for example, a PO Box). The Ministry can instead provide a list of EH suppliers that have received an EH SNG on behalf of a client with a registered address in the Rotorua, Tauranga, and Western Bay of Plenty area TLAs.

You will notice that the lists of registered emergency housing suppliers provided include suppliers from outside of the TLAs that you have requested. The client address of record is used to derive grant information. Therefore, the TLA may be based on the clients' address at the time of the grant and may not reflect the actual client address or location of the emergency housing.

Please note that the registered supplier name is the name of the parent company of the accommodation supplier, and not necessarily the name of the accommodation itself. One registered supplier may provide accommodation across multiple premises in different locations or trading names, receiving payment through the single supplier record.

Further, reference to I-Sites as suppliers may be reflective of payments in respect of council accommodation. Other suppliers may be listed due to a coding error when a client receives multiple assistance payments at one point in time, for example for petrol or groceries. For example, Mag & Turbo Warehouse Whangarei.

Some of the emergency housing suppliers may have received an incorrect payment which has been refunded. For example, in some of the tables, the Ministry is listed as receiving payment as a supplier. This is due to an incorrect payment being made to a supplier, and that payment being returned to the Ministry in order to correct this error.

In response to your request please see the Appendix which provides the following tables:

- **Table 1:** Number of grants, providers, and distinct clients granted for each Emergency Housing provider in the Rotorua District Territorial Authority by year.
- **Table 2:** Number of grants, providers, and distinct clients granted for each Emergency Housing provider in the Tauranga City Territorial Authority by year.
- **Table 3:** Number of grants, providers, and distinct clients granted for each Emergency Housing provider in the Western Bay of Plenty District Territorial Authority by year.

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 where, values have been randomly rounded to the nearest multiple of 3. This is applied to all cell counts in the table. The impact of applying 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.

In order to protect client privacy, some values are suppressed and are represented by 'S'. The Ministry is unable to provide you with the exact number as releasing this information is likely to risk identifying the individuals concerned. As such, this information is withheld under section 9(2)(a) of the Act. The need to protect the privacy of these individuals outweighs and public interest in the information.

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 to your request for emergency housing data in Rotorua, Tauranga, and the Western Bay of Plenty in the last five years, 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

A handwritten signature in blue ink, appearing to read 'KH', followed by a long, sweeping horizontal line that extends to the right.

Karen Hocking
**Group General Manager
Housing**