

16 JUL 2018

[REDACTED]

[REDACTED]

Thank you for your official information request dated 18 June 2018 for the following:

1. *'How many times has HNZ notified Oranga Tanga about families whose houses tested positive for meth between 2014 and 2017?*
2. *How many times has HNZ notified Oranga Tamariki about families with children living in temporary accommodation including motels, lodges, cars, marae or any emergency housing?*
3. *How many times has HNZ notified Oranga Tamariki about homeless families with children?'*

When it comes to the children of our tenants Housing New Zealand adheres to the Children's and Young People's Well-being Act 1989, specifically Section 15 of this Act that states "Any person who believes that any child or young person has been, or is likely to be, harmed (whether physically, emotionally, or sexually), ill-treated, abused, neglected, or deprived may report the matter to the chief executive or a constable." This Act forms part of the Children, Young Persons, and Their Families (Oranga Tamariki) Legislation Act 2017.

Housing New Zealand also complies with the terms of the Interagency Protocol with Child, Youth and Family (CYF), which has been in place since October 2007. With the establishment of Oranga Tamariki—Ministry for Children (Oranga Tamariki) the intent of the Interagency Protocol has not changed but is being updated.

Under the terms of the Interagency Protocol, Housing New Zealand recognises that effective child protection is an important responsibility of all New Zealanders and commits to advising Oranga Tamariki, or the New Zealand Police, where we have cause for concern that a child or young person has been abused, or is at risk of being harmed, ill-treated, abused, neglected or deprived. This commitment applies to all staff having interactions with customers. As the authority with the statutory powers to protect children it is then Oranga Tamariki's decision about what to do with the information we have provided.

Once Housing New Zealand has notified Oranga Tamariki the notification is recorded on to the specific individual tenant file. To extract this information, without knowing the named individual, would require substantial collation as staff would need to manually review each individual file of former and current tenants to identify the information.

I am therefore refusing question one for the number of times Housing New Zealand has notified Oranga Tamariki under section 18(f) *as the information requested cannot be made available without substantial collation or research.*

Providing this information would remove Housing New Zealand staff from their core duties and therefore the greater public interest in the effective and efficient administration of the public service would not be served. I have also considered whether Housing New Zealand would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that in both cases Housing New Zealand's ability to undertake its work would still be prejudiced.

I am refusing questions two and three under section 18(e) as *the document alleged to contain the information requested does not exist or, despite reasonable efforts to locate it, cannot be found*. Housing New Zealand is not responsible for the social housing register so does not make referrals for temporary accommodation including motels, lodges, cars, marae or any emergency housing for homeless families with children.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or Freephone 0800 802 602.

Yours sincerely

A handwritten signature in black ink, appearing to read 'P Commons', written in a cursive style.

**Paul Commons**  
**Chief Operating Officer**