



**MINISTRY OF SOCIAL  
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

Kate Day

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10 January 2021

Tēnā koe Kate Day

On 6 December 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *the following data as at 1 November 2019; 1 November 2020 and 1 November 2021 (or the nearest dates in those years for which data is available):*
  - 1) *The number of Community Service Card holders nationwide*
  - 2) *The number of Community Service Card holders in each region*
  - 3) *The number of Community Service Card holders in each region who are also eligible for a Super Gold Card (i.e. are aged 65+)*

On 6 December 2021 you also requested the following information:

- *The following data as at November 2021 (or the nearest date for which data is available):*
  - 1) *The number of Community Service Card holders nationwide who also have Total Mobility Cards*

On 6 December 2021 the Ministry advised that, as both your requests for information relating to Community Services Cards (CSC) and were received in quick succession, we would be combining requests as per section 18A(2) of the Act. As such, the Ministry is providing one response to your requests.

CSCs are available to low or middle-income earners to enable them and their families to access subsidised health services. The Ministry's Senior Support Centre is responsible for determining if a client qualifies for a CSC, and for the distribution and administration of the card. Clients receiving an income-tested benefit are automatically issued a CSC.

You can find more information regarding CSCs at the following link: [www.workandincome.govt.nz/map/card-services/community-services-card/introduction.html](http://www.workandincome.govt.nz/map/card-services/community-services-card/introduction.html).

Total Mobility Cards are administered by Waka Kotahi to subsidise door-to-door transport for disabled people who cannot use regular public transport services, all or some of the time. Eligibility for Total Mobility Cards is purely based on a person's inability to complete any of the components of their journey using public transport services. The eligibility is not means tested, therefore there is no reason for councils to collect CSC information from Total Mobility Scheme clients.

More information on the Total Mobility Scheme can be found at the Waka Kotahi website here: [www.nzta.govt.nz/resources/total-mobility-scheme/total-mobility.html](http://www.nzta.govt.nz/resources/total-mobility-scheme/total-mobility.html)

Therefore I am refusing this part of your request under section 18(g) of the Official Information Act as the information you have requested about the number of CSC holders who *also hold* a Total Mobility Card is not held by the Ministry (as the Ministry does not collect information on Total Mobility cards) and I have no grounds to believe that the information is held by another department or Minister of the Crown or organisation (as the councils or Waka Kotahi do not hold information on the CSC status of Total Mobility Scheme clients).

In response to the first part of your request, please see **Table One** below, which contains the following information:

- The number of CSCs on issue, either on its own or with a Super Gold Card, as at the end of October 2019 to 2021, broken down by Territorial Local Authority.

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 on the Ministry of Social Development'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](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response regarding CSC holders, 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

*Bridget Saunders*

Bridget Saunders  
**Manager, Issues Resolution  
Service Delivery**



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**Table One:** The number of CSCs on issue, either on its own or with a Super Gold Card, as at the end of October 2019 to 2021, broken down by Territorial Local Authority.

TLA / Date - Card Type	October 2019			October 2020			October 2021		
	CSC only	SGC/CSC	Total	CSC only	SGC/CSC	Total	CSC only	SGC/CSC	Total
ASHBURTON DISTRICT	2,391	2,730	5,121	2,964	2,787	5,748	2,739	2,859	5,598
AUCKLAND SUPER CITY	195,363	82,731	278,094	235,452	84,423	319,878	226,674	85,395	312,069
BULLER DISTRICT	1,689	1,440	3,126	1,800	1,467	3,264	1,704	1,527	3,231
CARTERTON DISTRICT	819	909	1,728	939	903	1,845	867	924	1,788
CENTRAL HAWKE'S BAY DISTRICT	1,536	1,173	2,715	1,743	1,173	2,919	1,548	1,182	2,730
CENTRAL OTAGO DISTRICT	1,146	1,941	3,087	1,635	1,896	3,528	1,389	1,944	3,333
CHRISTCHURCH CITY	47,397	26,250	73,647	58,194	27,126	85,323	55,815	27,924	83,736
CLUTHA DISTRICT	1,770	1,479	3,249	2,001	1,494	3,495	1,734	1,494	3,231
DUNEDIN CITY	18,813	9,978	28,791	20,265	9,945	30,210	19,365	9,984	29,346
FAR NORTH DISTRICT	12,345	5,943	18,285	13,893	6,075	19,968	13,374	6,174	19,548
GISBORNE DISTRICT	8,604	3,354	11,955	9,486	3,381	12,867	8,736	3,405	12,138
GORE DISTRICT	1,359	1,257	2,616	1,524	1,239	2,763	1,368	1,248	2,616
GREY DISTRICT	1,860	1,296	3,153	2,121	1,338	3,459	1,932	1,335	3,267
HAMILTON CITY	27,600	9,315	36,915	30,810	9,480	40,290	30,621	9,666	40,290
HASTINGS DISTRICT	11,160	5,988	17,151	12,522	5,985	18,510	11,676	6,009	17,685
HAURAKI DISTRICT	2,646	2,304	4,953	3,003	2,325	5,331	2,826	2,298	5,124
HOROWHENUA DISTRICT	5,850	5,094	10,947	6,285	5,172	11,457	6,054	5,148	11,202
HURUNUI DISTRICT	864	945	1,809	1,131	1,029	2,160	1,080	1,077	2,160
INVERCARGILL CITY	7,350	4,947	12,297	8,124	4,986	13,113	7,569	4,944	12,510
KAIKOURA DISTRICT	285	330	612	396	336	729	393	369	759
KAIPARA DISTRICT	2,880	2,229	5,109	3,420	2,205	5,625	3,243	2,208	5,451
KAPITI COAST DISTRICT	6,096	5,769	11,868	6,717	5,715	12,435	6,150	5,718	11,868
KAWERAU DISTRICT	1,707	939	2,649	1,857	927	2,784	1,749	900	2,649

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	CSC only	SGC/CSC	Total	CSC only	SGC/CSC	Total	CSC only	SGC/CSC	Total
LOWER HUTT CITY	14,544	6,801	21,345	15,897	6,903	22,800	14,643	6,900	21,549
MACKENZIE DISTRICT	189	273	462	303	267	567	285	273	558
MANAWATU DISTRICT	3,231	2,529	5,757	3,762	2,577	6,339	3,450	2,610	6,060
MARLBOROUGH DISTRICT	4,263	4,419	8,679	5,208	4,449	9,660	4,773	4,419	9,195
MASTERTON DISTRICT	3,684	2,709	6,390	3,981	2,724	6,705	3,672	2,745	6,417
MATAMATA-PIAKO DISTRICT	3,390	2,964	6,354	3,960	3,024	6,981	3,756	3,147	6,906
NAPIER CITY	9,252	5,964	15,219	10,245	5,988	16,233	9,630	6,006	15,633
NELSON CITY	6,993	4,323	11,316	7,890	4,338	12,231	7,149	4,359	11,505
NEW PLYMOUTH DISTRICT	9,873	6,747	16,620	11,595	6,840	18,438	10,755	6,930	17,685
OPOTIKI DISTRICT	1,878	921	2,799	2,151	924	3,075	2,046	921	2,970
OTOROHANGA DISTRICT	1,044	507	1,551	1,245	522	1,767	1,143	543	1,683
PALMERSTON NORTH CITY	12,930	5,592	18,522	14,184	5,658	19,842	13,227	5,649	18,873
PORIRUA CITY	8,565	2,928	11,493	9,312	2,994	12,306	8,784	2,991	11,778
QUEENSTOWN-LAKES DISTRICT	1,134	705	1,839	2,973	759	3,732	2,379	777	3,156
RANGITIKEI DISTRICT	1,902	1,383	3,285	2,187	1,413	3,597	2,013	1,407	3,420
ROTORUA DISTRICT	12,168	5,133	17,298	14,331	5,226	19,557	13,866	5,238	19,104
RUAPEHU DISTRICT	1,911	1,053	2,961	2,208	1,071	3,279	2,082	1,104	3,183
SELWYN DISTRICT	2,850	2,028	4,878	4,416	2,253	6,672	4,365	2,523	6,891
SOUTH TARANAKI DISTRICT	3,828	2,346	6,174	4,323	2,373	6,696	4,164	2,397	6,561
SOUTH WAIKATO DISTRICT	4,191	2,373	6,561	4,572	2,340	6,912	4,422	2,334	6,756
SOUTH WAIRARAPA DISTRICT	900	861	1,764	1,038	834	1,872	981	810	1,794
SOUTHLAND DISTRICT	1,821	1,482	3,303	2,466	1,503	3,966	2,121	1,512	3,633
STRATFORD DISTRICT	1,161	894	2,055	1,350	909	2,259	1,287	936	2,220
TARARUA DISTRICT	2,751	1,788	4,539	3,039	1,824	4,860	2,820	1,827	4,644
TASMAN DISTRICT	5,124	4,119	9,243	6,228	4,158	10,383	5,643	4,275	9,918
TAUPO DISTRICT	4,176	2,748	6,924	4,986	2,763	7,752	4,701	2,736	7,440
TAURANGA CITY	16,683	12,081	28,764	19,977	12,189	32,166	18,819	12,243	31,062

TLA / Date - Card Type	October 2019			October 2020			October 2021		
	CSC only	SGC/CSC	Total	CSC only	SGC/CSC	Total	CSC only	SGC/CSC	Total
THAMES-COROMANDEL DISTRICT	3,204	3,699	6,903	3,924	3,789	7,710	3,642	3,885	7,524
TIMARU DISTRICT	4,548	4,908	9,456	5,211	4,962	10,173	4,740	4,974	9,714
UNKNOWN/OTHER	59,829	3,579	63,405	58,764	3,219	61,980	58,779	3,087	61,866
UPPER HUTT CITY	4,938	3,225	8,163	5,481	3,216	8,697	5,031	3,237	8,271
WAIKATO DISTRICT	8,679	3,432	12,108	10,092	3,540	13,635	9,675	3,666	13,341
WAIMAKARIRI DISTRICT	4,701	4,566	9,267	6,060	4,905	10,965	5,550	5,304	10,851
WAIMATE DISTRICT	735	1,002	1,734	831	1,044	1,875	753	1,035	1,791
WAIPA DISTRICT	4,527	3,789	8,316	5,478	3,864	9,342	5,106	3,945	9,051
WAIROA DISTRICT	1,761	708	2,469	1,917	729	2,643	1,830	750	2,580
WAITAKI DISTRICT	2,181	2,781	4,959	2,520	2,781	5,301	2,370	2,850	5,220
WAITOMO DISTRICT	1,266	663	1,929	1,506	675	2,181	1,410	681	2,091
WELLINGTON CITY	20,352	6,969	27,321	24,024	7,047	31,074	22,629	7,020	29,649
WESTERN BAY OF PLENTY DISTRICT	4,881	4,134	9,015	5,979	4,191	10,170	5,604	4,290	9,894
WESTLAND DISTRICT	774	672	1,446	945	663	1,611	879	690	1,569
WHAKATANE DISTRICT	6,081	2,748	8,829	6,810	2,784	9,594	6,369	2,805	9,174
WHANGANUI DISTRICT	8,322	5,256	13,578	8,973	5,295	14,268	8,352	5,301	13,653
WHANGAREI DISTRICT	12,885	7,974	20,859	14,883	8,004	22,890	14,292	8,004	22,296
<b>Total</b>	<b>651,612</b>	<b>324,114</b>	<b>975,726</b>	<b>753,519</b>	<b>328,935</b>	<b>1,082,457</b>	<b>718,593</b>	<b>332,862</b>	<b>1,051,455</b>

#### Notes

- CSC is Community Services Card.
- SGC is Super Gold Card.
- This table shows CSC holders and CSC/SGC holders.
- CSCs are issued to both eligible members of a couple. In this table, both members are counted.
- Territorial Local Authority (TLA) is estimated based on the clients address at the time of the issue.
- To protect confidentiality the Ministry of Social Development 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 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