



26 October 2023

T Smith  
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Tēnā koe T Smith

On 15 August 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

*I am writing to you under the provisions of the Official Information Act 1982 to request a list of MSD Providers that can support individuals within Tauranga/Te Puke with*

- studying for the learner licence test*
- professional driving lessons for the restricted or full licence test paying the test fees a vehicle to take the test in.*

*I also request the number of people supported per provider (monthly) and the pass rate*

On 11 September 2023 you responded to the Ministry's refinement request confirming that a date range between 1 January 2023 and 30 June 2023 was workable.

Please accept my sincere apologies for the delay in responding to your request. I will first provide you with an explanation of the types of assistance the Ministry offers towards driving licence costs before providing you with the information in scope of your request.

### **Driver licencing costs**

The Ministry, through Work and Income, provides assistance to help New Zealanders towards getting their driving licence. Recoverable assistance is available to help people with the cost of the Drivers test. You can find more information about the qualifications on the Ministry's website: [www.workandincome.govt.nz/map/income-support/extra-help/special-needs-grant/driver-licence-01.html](http://www.workandincome.govt.nz/map/income-support/extra-help/special-needs-grant/driver-licence-01.html).

More information about recoverable assistance can be found here: [www.workandincome.govt.nz/map/income-support/extra-help/recoverable-assistance-payment/qualifications.html](http://www.workandincome.govt.nz/map/income-support/extra-help/recoverable-assistance-payment/qualifications.html).

Further information about financial assistance and eligibility can be found on the Work and Income website: [www.workandincome.govt.nz/individuals/a-z-benefits/index.html](http://www.workandincome.govt.nz/individuals/a-z-benefits/index.html).

### Your request

Waka Kotahi records the driver licensing pass rates for each testing site across New Zealand. I have provided you with a link to a data set published by Waka Kotahi which shows a breakdown of pass rates by licence type and testing site in the period 2017 to 2022: <https://nzta.govt.nz/assets/About-us/docs/oia-2023/OIA-12485-attachment-1.pdf>.

I have interpreted your request for the number of 'people supported' to refer to the number of tests booked that were funded by the Ministry.

The Ministry contracts five providers in the Tauranga/Te Puke areas to provider driver licensing support:

- EmployNZ;
- Moving Mountains NZ;
- TradeUp;
- Te Rūnanga o Ngāi Tamawhariua; and
- Te Runanga O Ngai te Rangi Iwi Trust.

EmployNZ is contracted as a Youth Service provider for the Ministry. This service provides intensive, tailored support for young people aged 16 to 19 years old who receive Youth Payment, Young Parent Payment, or participate in the voluntary not in employment, education, or training programme. As part of their support they deliver or support training for all licences.

Please refer to the below **Appendix** for a breakdown of the number of tests booked and pass rate for each provider in the period 1 January 2023 to 30 June 2023.

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'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.

IN-CONFIDENCE

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 driver licencing providers in the Tauranga/Te Puke areas, 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



Graham Allpress  
**Regional Commissioner, Bay of Plenty**  
**Ministry of Social Development**



## Appendix

The number of people supported for driver licencing and driver test pass rate, between 1 January 2023 and 30 June 2023 in the Tauranga/Te Puke area, by provider.

**Table One: The number of tests booked with EmployNZ in the period 1 January 2023 to 30 June 2023**

Number of tests booked	
January	3
February	6
March	21
April	12
May	15
June	24

**Table Two: The pass rate for EmployNZ in the period 1 January 2023 to 30 June 2023**

Pass rates by Licence type			
Month	Learner	Restricted	Full
January	50%	100%	-
February	83%	-	-
March	75%	55%	100%
April	89%	-	-
May	58%	33%	-
June	73%	33%	100%

**Table Three: The number of tests booked and pass rate for Moving Mountains NZ in the period 1 January 2023 to 30 June 2023**

<b>Month</b>	<b>Number of tests booked</b>	<b>Driver test pass rate</b>
January	27	63%
February	3	100%
March	-	-
April	-	-
May	12	62%
June	12	59%

**Table Four: The number of tests booked and pass rate for TradeUp in the period 1 January 2023 to 30 June 2023**

<b>Month</b>	<b>Number of tests booked</b>	<b>Driver test pass rate</b>
January	6	80%
February	3	50%
March	3	60%
April	3	100%
May	-	-
June	6	80%



**Table Five: The number of tests booked and pass rate for Te Rūnanga o Ngāi Tamawhariua in the period 1 January 2023 to 30 June 2023**

Month	Number of tests booked	Driver test pass rate
January	-	-
February	3	100%
March	3	33%
April	6	80%
May	3	25%
June	9	30%

**Table Six: The number of tests booked and the pass rate for Te Runanga O Ngai te Rangi Iwi Trust in the period 1 January 2023 to 30 June 2023**

Month	Number of tests booked	Driver test pass rate
January	3	100%
February	9	67%
March	12	73%
April	3	100%
May	18	88%
June	6	100%

**Notes regarding all providers:**

- The pass rate denominator factors in people that failed their tests and may also include those that did not attend their scheduled test appointment or where no outcome was recorded. Conversely, a test has been considered passed if a person's licence was reinstated.
- Where not specified, the driver test encompasses the learner, restricted and full driver licence types.

- Please note that some providers may subcontract the driver licencing component of their services, therefore the data may underrepresent the number of people supported and by extension may also influence the pass rate.
- The data refers to the number of tests booked, not number of distinct individuals, therefore it is possible that the same individual(s) may be represented more than once in the same month.
- 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 to base three applied to all cell counts in the table.
- Random rounding does not round down to zero, a value of one or two will be rounded to three.
- 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.