

*South Waikato Social Services Collective*

*Submission*

*to the*

*Productivity Commission*

*On the*

*Review of Social Services in New Zealand*

*"More Effective Social Services" Issues Paper*

*October 2014*

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# South Waikato TLA Collective Submission to the NZ Productivity Commission's Social Services Review 2014

## ***Introduction***

"More effective social services can contribute to improving the well-being of all New Zealanders".<sup>1</sup>

"Social services include health care, social care, education and training, employment services and community services"<sup>2</sup>.

"Social services assist new Zealanders to live healthy, safe and fulfilling lives. They are intended to provide access to health care and educational opportunities, and to protect and support the most vulnerable. The quality of these services and their accessibility to those in need are crucial to the ongoing wellbeing of New Zealanders."<sup>3</sup>

These statements summarise the motivation of the Collective Submitters.

## **Disclaimer**

The contents of this submission must not be construed as legal advice. The Collective Submitters do not accept any responsibility or liability for an action taken as a result of reading, or reliance placed because of having read any part, or all, of the information in this report, or for any error, inadequacy, deficiency, flaw or omission from this submission.

## **1. The Collective Submitters**

The Collective Submitters came together to respond to the 2014 Social Services Review being undertaken by the NZ Productivity Commission. Members have years of knowledge of and experience in delivering high quality, effective, collaborative social services to the population of the South Waikato (see Appendix 1: Map). All Collective members are engaged in delivering social and community services at present. The Collective is an informal partnership, with all members contributing to this submission and signing off on it prior to lodgement.

The Collective Group of Community Social Service Providers in the South Waikato TLA (in alphabetical order) are:

Overdale Centre Putaruru

Raukawa Charitable Trust

Salvation Army Community Ministries Tokoroa

Social Sector Youth Trials Tokoroa

South Waikato Pacific Islands Community Services

Tokoroa Council of Social Services

YMCA Tokoroa

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<sup>1</sup> "Cut to the Chase" Introduction to "More Effective Social Services" Issues paper

<sup>2</sup> Ibid

<sup>3</sup> Ibid

## **2. Issues Specific to our TLA – an Overview**

The most recent government-gathered<sup>4</sup> statistics for the region demonstrate the situation of the local population. Additionally, the NZ Police Offender Data per head of population, and the NZ Deprivation Index give specific statistics for this region (see appendix 2: Statistics). These statistics underline the issues and barriers prevalent in our community.

The very particular and unique cultural makeup of our community is also drawn to the attention of the Productivity Commission. This gives us a richly varied community, committed to collaboration and the common good, which is also significantly underprivileged in terms of income, housing, qualifications and employment – in short, we score very highly in all the factors that are measured in the Deprivation Index.

The Commission's attention is drawn to our significant Pacific Peoples population, making up 12.1% of the community. Tangata whenua comprise 32.6% and European 70.4%<sup>5</sup>. (See Appendix 2: Statistics).

Community social services delivered in this area are mainly provided by local organisations, with local staff that live and work in the community. This is a crucial element of the success of the service provision; trust and confidence are critical to the engagement of families/whanau with non-government services. When you know the people delivering the services, and you see them at the supermarket, in church, down the street and in other community settings, you have a greater inclination to engage – because the commitment to the community is evident. We have also worked hard to ensure our culturally diverse population can access services that meet their needs best.

## **3. Current Funding of our NGO Community Social Services**

That there are any community social services operating in the region is a minor miracle, in our opinion. The Commission members may not be aware that a government funding freeze has been in operation for at least the past 6 years – in some instances, longer – while costs have risen across the board.<sup>6</sup> If there is an awareness, there may not be an understanding of the direct consequences of this funding freeze on community social service provision, and of the wellbeing of New Zealanders.

The goodwill and commitment of the people involved in NGO community social services has meant we have struggled on. Measures taken to stay open include increasing our dependency on philanthropic funding, staff taking wage decreases, reducing and casualising staff, depending more and more on donations, failing to break even, reducing/eliminating the community support we once were able to provide<sup>7</sup> and the soul-destroying insult of feeling like (and often being treated as) beggars with bowls every time we seek financial contributions. Failing to adequately fund is the best possible way to ensure reduction in the wellbeing of New Zealanders. We understand there is no bottomless bucket – we do not seek unlimited funding, nor do we advocate it.

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<sup>4</sup> Statistics New Zealand

<sup>5</sup> Statistics NZ QuickStats

<sup>6</sup> CPI

<sup>7</sup> Tokoroa Group Parenting programme – \$70,000 government funding withdrawn after 9 years in 2014; closure of Z service station in Tokoroa with loss of donation of \$818.40 earmarked for augmenting Family Violence projects needs.

Furthermore, the financial and personal toll taken on members of Boards, Committees and Trusts on community social service providers is significant and uncounted – most are volunteers who take on those responsibilities without any recompense. No figures have been collected for the actual cost – but if a comparison with the costs of private sector Boards of Directors is done there may be some understanding of the enormous and silent contribution that has been made. We do not have the capability to undertake such research, and respectfully suggest the Commission investigate on our behalf.

The uncertainty of funding from year to year creates more difficulty. Planning and budgeting cannot responsibly be done until the amount of funding is known; and the gamble of applying for philanthropic funding, lotteries commission grants, gaming machine grants and so forth has to be played constantly. Philanthropic funders have been forced to limit the amounts of grants, and the Lotteries Commission has also capped grants. Gaming machine grants normally go to sports clubs – it is unusual for community social services in our area to receive any funding from these sources. More organisations are seeking funding support, and there is less in the pot – a recipe for disaster, as any economist will understand.

None of this is good financial practice. We are all aware of the issues and risks of living on a financial knife edge (and some feel it gives us even more affinity with our vulnerable families/whanau) and we work incredibly hard to try to get close to balancing books from year to year. We are having less and less success.

#### **4. Community Consultation**

It is a disappointment that the Commission has limited consultation to a narrow window of time and a written submission process on the critical issue of commissioning and purchasing social services. We believe this makes the process remote and unreal; and it shows no respect for the mana and the mahi of local communities and providers.

Other government agencies are able to complete a consultation round where face to face meetings occur - and the free exchange of information, ideas, innovations, local conditions and issues, collaborative approaches and fairness and equity is generated.<sup>8</sup> It is unclear if any consideration has been given to oral presentation of submissions for this review – certainly in the 96 page document<sup>9</sup> circulated there is no mention of that. There is an invitation to telephone, send an email or get in touch to arrange a meeting with inquiry staff<sup>10</sup>; but this does not appear to constitute an oral submission process.

It is the preference of our Collective to present in person to the Commission, as it would give us confidence that issues have been conveyed, and where necessary, clarified. We have put a significant amount of work, discussion and collaboration into this submission<sup>11</sup> and we are unable to identify what, if any, assurance there is that our work will be taken into account.

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<sup>8</sup> CRM consultation hui conducted in October 2014

<sup>9</sup> Ibid

<sup>10</sup> Ibid

<sup>11</sup> 30 Hours worked on submission; excluding other work put aside to complete it:

## **5. The Local Flavour Imperative**

Effective community social services that improve the wellbeing of New Zealanders do not fit the economy of scale model. Neither do they fit the centralised decision-making (also known locally as the “random bright idea”) approach where a concept is seized upon and imposed on communities along with an expectation of compliance whether or not it is relevant or helpful. A recent example of one such concept is forced collectivism (marginalises smaller groups/cultures, removes the voices of minorities, ignores cultural mores). The current recitative chant from government agencies to NGOs that we “must collaborate” is less than inspiring, and indicates a stunning lack of awareness of the local functionality of our sector.

Communities are diverse, different, influenced by many different factors and unique. What works for one is completely inappropriate for another. We agree that there are ideas that can be adapted and shaped to work in a local community – but there must and should never be an assumption that one size fits all.

An example of remote decision-making that is now having costly local consequences is the withdrawal of funding for a free group parenting programme in July 2014. This programme has run extremely successfully for 9 years in our community. The loss is far greater than the funding, and the knock-on effects of the cut are evident already; Courts cannot direct offenders to undertake a parenting programme because there are now none that can be accessed, parents seeking support and advice are unable to access a group programme, there is one programme in operation that can only take 18 enrolments and which is run twice per year, CYF have nowhere to refer clients who need parenting support and the issues are mounting as we do without it.<sup>12</sup>

Our community is especially (and statistically) unique. Harsh and repeated experience has taught us that those who do not know and understand our particular flavour are the most ill-suited to make decisions and/or to provide services. We practise consultation, consideration, discussion, inclusion and consensus-driven decision-making, especially in respect of community social services. “By the people, for the people”<sup>13</sup>, is the usual operational byword for our community social services, coupled by necessity with “we have no money – therefore we must think”<sup>14</sup>. We recognise our strengths and work together to mitigate the weaknesses.

Failing to consult with local communities dooms many apparently excellent initiatives to failure. This applies to decisions to discontinue services just as much as to decisions to commence or alter them. It is costly, wasteful and inappropriate and does nothing to enhance the wellbeing of New Zealanders. Indeed, in our experience in many instances the effect is deleterious to well-being of the New Zealanders who live in our community. Cherry-picking who is consulted with inside a local community also ensures failure, along with a good deal of animosity and the evaporation of all goodwill.

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<sup>12</sup> We are happy to provide an extensive briefing on the situation if required.

<sup>13</sup> Abraham Lincoln

<sup>14</sup> Lord Ernest Rutherford of Nelson.

## 6. The Way Forward

*“No society can surely be flourishing and happy of which by far the greater part of the numbers are poor and miserable.”<sup>15</sup>*

*“There is a need for financial reform along ethical lines that would produce in its turn an economic reform to benefit everyone. This would nevertheless require a courageous change of attitude on the part of political leaders.”<sup>16</sup>*

*“Philanthropy is commendable, but it must not cause the philanthropist to overlook the circumstances of economic injustice which make philanthropy necessary.”<sup>17</sup>*

Our Collective has a number of recommendations to make to the Productivity Commission in respect of the provision of both current and future community social services.

1. **Conduct meaningful, good faith** consultation with communities, on a regular basis. This is an investment that returns profits far excess of the initial financial cost. Outcomes include understanding, goodwill, commitment, ownership, innovation, financial prudence, responsibility, success and ongoing engagement. This process has been demonstrated by the Armed Forces of Aotearoa New Zealand as far more successful than any other – it is known colloquially as “hearts and minds”.
2. **Provide sustainable, reality-based, ongoing funding** for initiatives that ensures there is a fighting chance of success and change that will enhance the well-being of New Zealanders. Scrimping on funding generates an ambulance-at-the-bottom-of-the-cliff response, of necessity. Prevention and early intervention is more effective than patching up/over and around the problems. We recommend that a minimum of 75% of the private sector value (i.e. if the service were to be provided by a business) is the appropriate benchmark for funding.
3. **Actively generate closer ties** between government agencies and community providers to promote understanding of the issues faced at local levels and develop sustainable solutions.
4. **Demand clarity of communication and understanding between government departments** to reduce duplication, encourage collaboration, promote the efficient use of resources and provide enhanced well-being for New Zealanders.

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<sup>15</sup> Adam Smith

<sup>16</sup> Pope Francis

<sup>17</sup> Martin Luther King,

5. **Meet with a group of community NGOs** and identify the true cost of services. Then compare those figures with the funding provided. Our Collective would be pleased to volunteer for such an exercise.
6. **Build local capacity** ensuring there is adequate funding in place to sustain services for a minimum of five years.
7. **Utilise the knowledge and expertise of regional government staff.** Our experience has been that they are experts on local situations and conditions and have strong, productive relationships with community providers.<sup>18</sup>
8. **Fund on the basis of depth of need, not population.** Look more closely at the needs of people in a given area and the barriers to enhancing the well-being of New Zealanders and apply funding on that basis. Tools available include the New Zealand Deprivation Index<sup>19</sup>, Statistics NZ data, and NZ Police data on offences per head of population.
9. **Investigate the development of a database** that stores information about at risk people; Access for community social service providers and government departments to a single source would be extremely useful in promoting good communication. Parameters would need to be placed around access; however this has been done before.
10. **Provide feedback to submitters** on the outcome, the decision-making process used in this review and the value or otherwise of submissions.

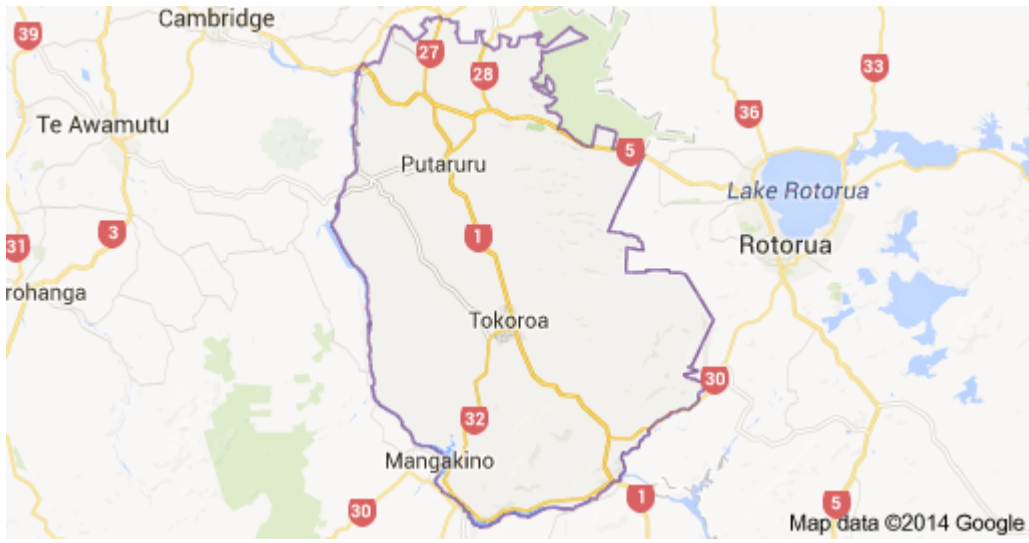
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<sup>18</sup> Please enquire for specific examples.

<sup>19</sup> Salmond et al, 2007



## ***Appendix 1 MAP***



## Appendix 2 STATISTICS

This data has been randomly rounded to protect confidentiality. Individual figures may not add up to totals, and values for the same data may vary in different text, tables, and graphs.

### South Waikato District

Population and dwellings

#### Total population

- 22,074 people usually live in South Waikato District. This is a decrease of 570 people, or 2.5 percent, since the 2006 Census.
- Its population ranks 41st in size out of the 67 districts in New Zealand.
- South Waikato District has less than one percent of New Zealand's population.

#### Population of South Waikato District and New Zealand 2013 Census

	South Waikato District	New Zealand		
Sex			<b>Number of people</b>	22,071
Male	10,914	2,064,015	<b>Median age</b>	38.4
Female	11,157	2,178,033	<b>Median personal income</b>	23,700
Total people	22,074	4,242,051	<b>Number of households</b>	8,388

**Source:** Statistics New Zealand

#### Māori population

- 6,762 Māori usually live in South Waikato District. This is an increase of 48 people, or less than one percent, since the 2006 Census.
- Its Māori population ranks 23rd in size out of the 67 districts in New Zealand.
- 1.1 percent of New Zealand's Māori population usually live in South Waikato District.

#### Māori population of South Waikato District and New Zealand 2013 Census

	South Waikato District	New Zealand
Sex		
Male	3,240	288,639
Female	3,522	309,966
Total people	6,762	598,602

**Source:** Statistics New Zealand

Note: Total population figures are for the census usually resident population count.

The Māori population is the Māori ethnic group usually resident population count. It includes those people who stated Māori as being either their only ethnic group or one of several ethnic groups.

### Dwellings in South Waikato District and New Zealand 2013 Census

Occupancy status	South Waikato District	New Zealand
Occupied		
Private dwelling	8,424	1,561,956
Non-private dwelling	30	8,739
Total occupied dwellings	8,454	1,570,695
Unoccupied	1,032	185,448
Under construction	36	9,756
Total dwellings	9,525	1,765,896

**Source:** Statistics New Zealand

Note: This time series is irregular. Because the 2011 Census was cancelled after the Canterbury earthquake on 22 February 2011, the gap between this census and the last one is seven years. The change in the data between 2006 and 2013 may be greater than in the usual five-year gap between censuses. Be careful when comparing trends.

This data has been randomly rounded to protect confidentiality. Individual figures may not add up to totals, and values for the same data may vary in different text, tables, and graphs.

### ***Ethnic groups***

- 70.4 percent of people in South Waikato District belong to the European ethnic group, compared with 74.0 percent for New Zealand as a whole.
- 32.6 percent of people in South Waikato District belong to the Māori ethnic group, compared with 14.9 percent for all of New Zealand.

#### Ethnic groups in South Waikato District and New Zealand 2013 Census

Ethnic group <sup>(1)</sup>	South Waikato District (percent)	New Zealand (percent)
European	70.4	74.0
<b>Māori</b>	<b>32.6</b>	14.9
<b>Pacific peoples</b>	<b>12.1</b>	7.4
Asian	3.1	11.8
Middle Eastern, Latin American, African	0.3	1.2
Other ethnicity		
New Zealander	1.4	1.6
Other ethnicity nec	0.0	0.0
Total other ethnicity	1.4	1.7

1. Includes all people who stated each ethnic group, whether as their only ethnic group or as one of several. Where a person reported more than one ethnic group, they have been counted in each applicable group. As a result percentages do not add up to 100.

Note: nec = not elsewhere classified.

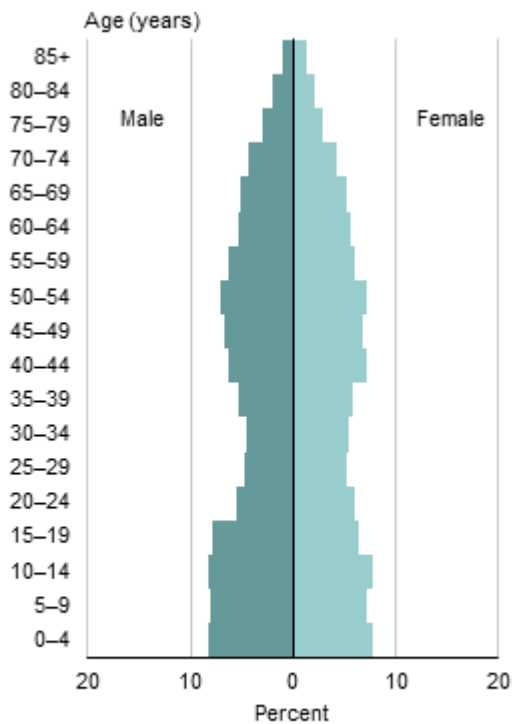
**Source:** Statistics New Zealand

## Age and sex

### Total population

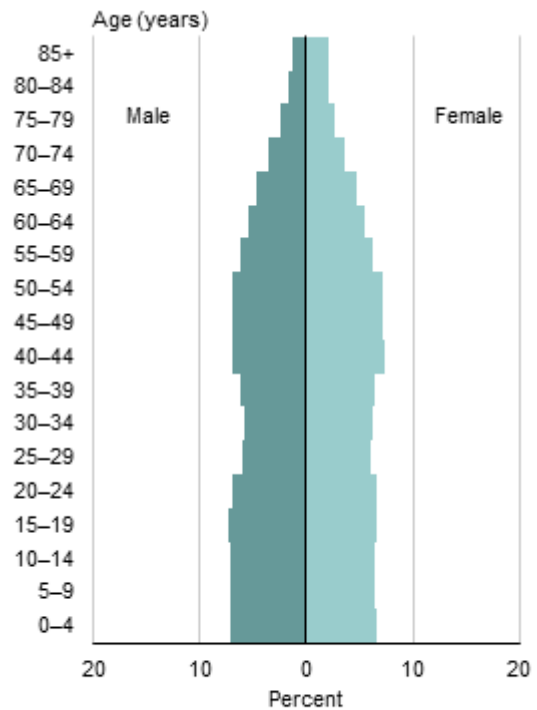
- The median age (half are younger, and half older, than this age) is 38.4 years for people in South Waikato District. For New Zealand as a whole, the median age is 38.0 years.
- 15.8 percent of people in South Waikato District are aged 65 years and over, compared with 14.3 percent of the total New Zealand population.
- 23.6 percent of people are aged under 15 years in South Waikato District, compared with 20.4 percent for all of New Zealand.

Age and sex of people  
South Waikato District 2013 Census



Source: Statistics New Zealand

Age and sex of people  
New Zealand 2013 Census

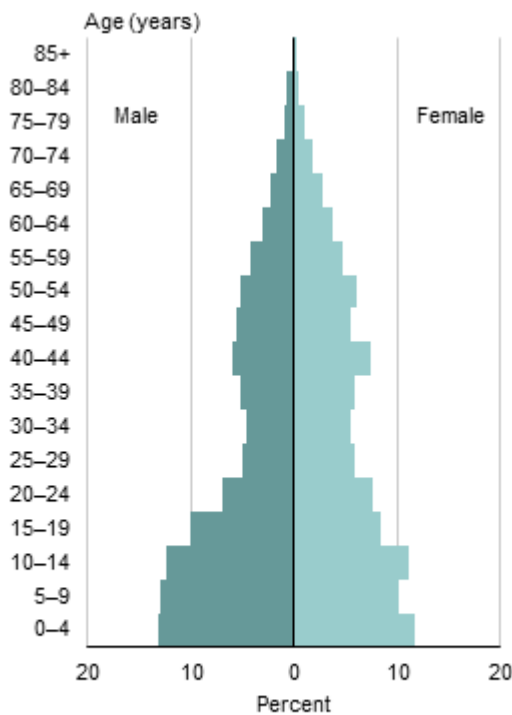


Source: Statistics New Zealand

### Māori population

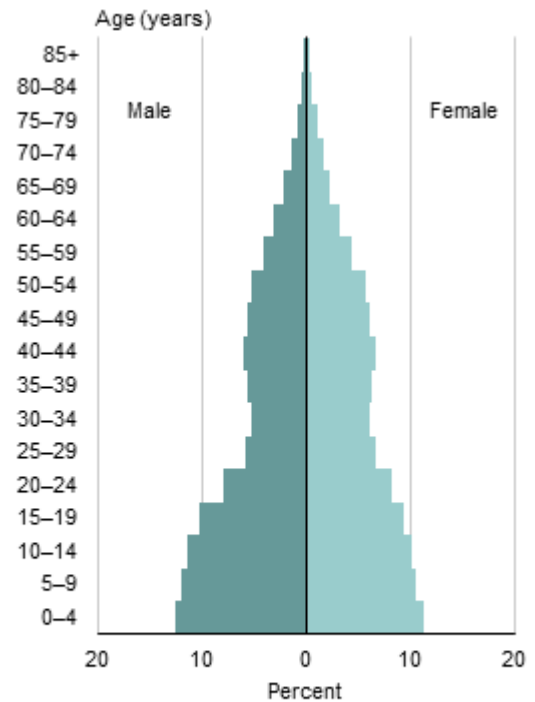
- The median age of Māori (half are younger, and half older, than this age) is 23.3 years in South Waikato District, compared with a median of 23.9 years for all Māori in New Zealand.
- 5.9 percent of Māori in South Waikato District are aged 65 years and over, compared with 5.4 percent of New Zealand's Māori population.
- 35.7 percent of Māori are aged under 15 years in South Waikato District, compared with 33.8 percent for all Māori in New Zealand.

Age and sex of Māori  
South Waikato District 2013 Census



Source: Statistics New Zealand

Age and sex of Māori  
New Zealand 2013 Census



Source: Statistics New Zealand

Note: Total population figures are for the census usually resident population count.

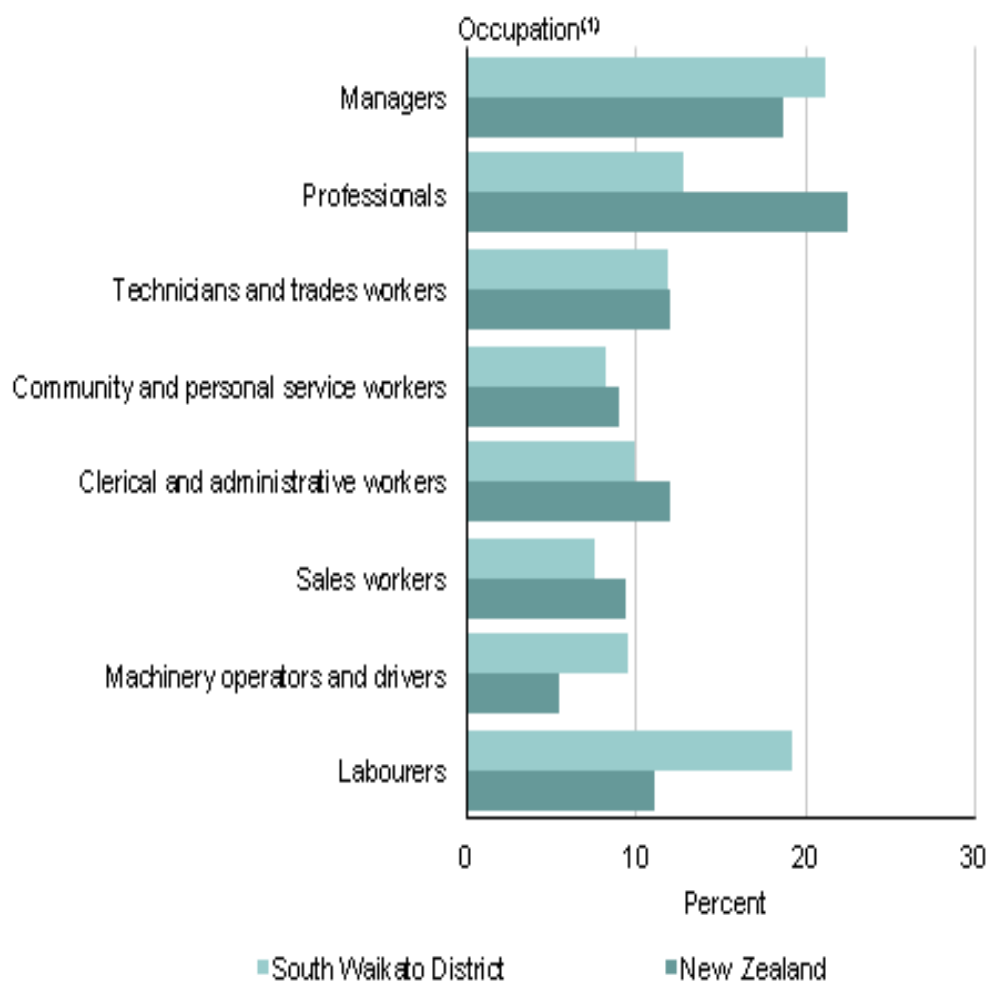
The Māori population is the Māori ethnic group usually resident population count. It includes those people who stated Māori as being either their only ethnic group or one of several ethnic groups. Some percentages may be too small to show on graph.

## Work

### Total population aged 15 years and over

- The unemployment rate in South Waikato District is 11.7 percent for people aged 15 years and over, compared with 7.1 percent for all of New Zealand.
- The most common occupational group in South Waikato District is 'managers', and 'professionals' is the most common occupational group in New Zealand.

Occupation for employed people aged 15 years and over  
South Waikato District and New Zealand 2013 Census

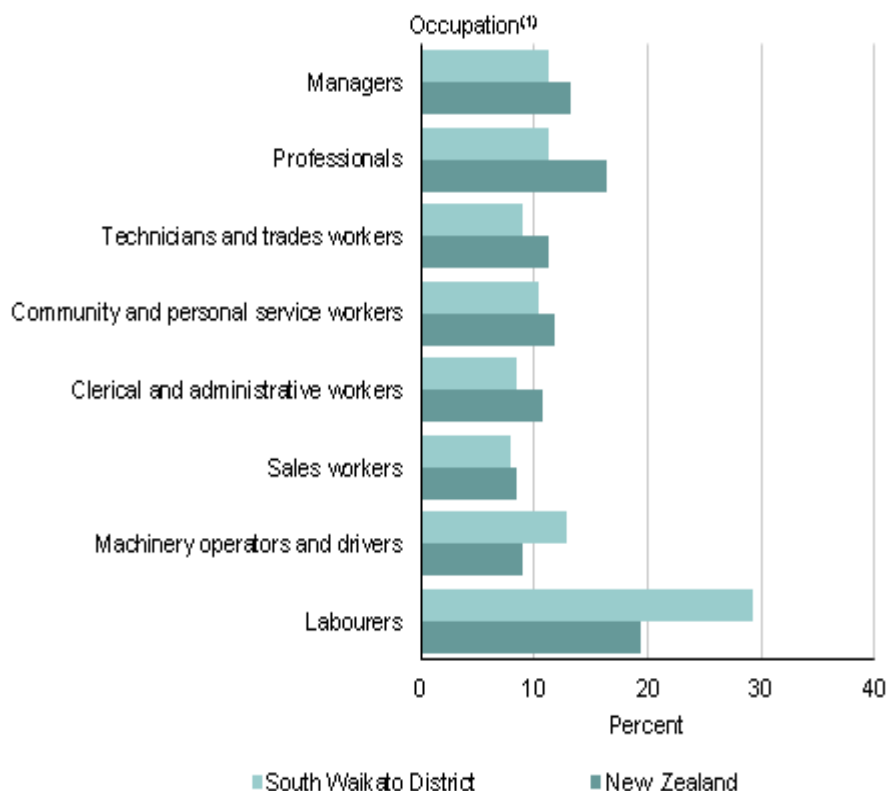


1. Australian and New Zealand Standard Classification of Occupations (ANZSCO V1.1)  
Source: Statistics New Zealand

### Māori population aged 15 years and over

- The unemployment rate of Māori aged 15 years and over in South Waikato District is 21.8 percent, compared with 15.6 percent for New Zealand's Māori population.
- The most common occupational group for Māori in South Waikato District is 'labourers', and 'labourers' is the most common occupational group for Māori in New Zealand.

Occupation for employed Māori aged 15 years and over  
South Waikato District and New Zealand 2013 Census



1. Australian and New Zealand Standard Classification of Occupations (ANZCO V1.1).  
Source: Statistics New Zealand

Note: Total population figures are for the census usually resident population count.

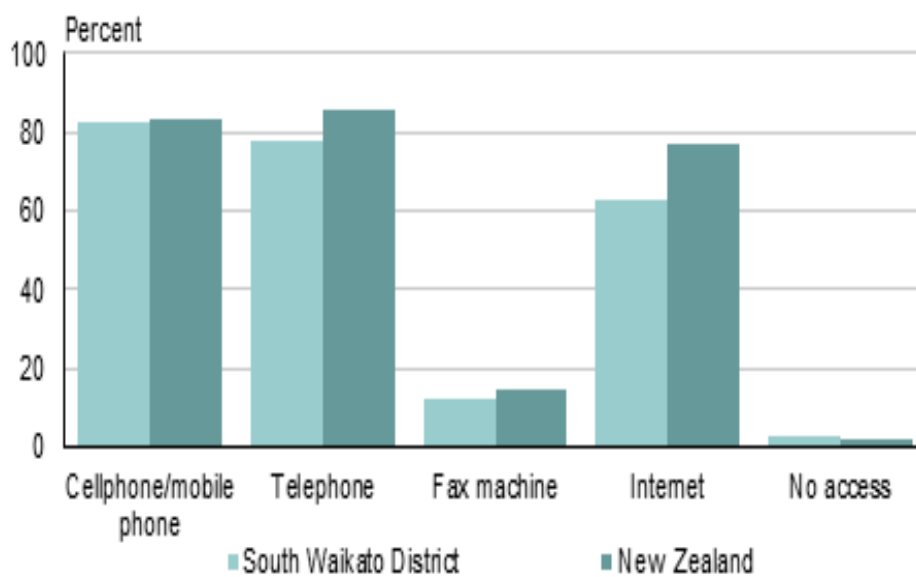
The Māori population is the Māori ethnic group usually resident population count. It includes those people who stated Māori as being either their only ethnic group or one of several ethnic groups.

## Phone, fax, and Internet

### *Access to phones, fax machines, and Internet*

- 63.1 percent of households in South Waikato District have access to the Internet, compared with 76.8 percent of households in New Zealand.
- In South Waikato District, 82.5 percent of households have access to a cellphone, compared with 83.7 percent of households for New Zealand as a whole.

Access to phones, fax machines, and Internet  
 South Waikato District and New Zealand 2013 Census



Note: Households can access more than one type of telecommunication device. Therefore percentages do not add up to 100.

Source: Statistics New Zealand

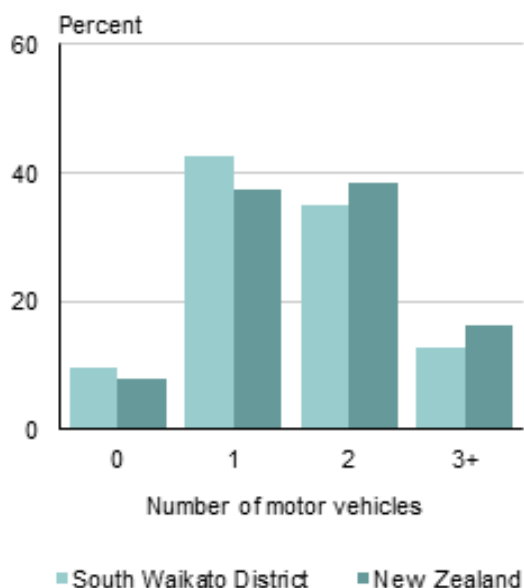


## Transport

### Access to motor vehicles

- 12.8 percent of households in South Waikato District have access to three or more motor vehicles, compared with 16.1 percent of all households in New Zealand.

Access to motor vehicles  
South Waikato District and New Zealand 2013 Census



Source: Statistics New Zealand

Note: All figures are for households in occupied private dwellings.

### Main means of travel to work

- The most common means of travel to work on census day for people in South Waikato District was driving a private car, truck or van (63.5 percent of people who travelled to work used this form of transport).
- This was followed by driving a company car, truck or van (15.3 percent) and walking or jogging (6.3 percent).
- For New Zealand as a whole, the most common means of travel to work was driving a private car, truck or van, followed by driving a company car, truck or van, and walking or jogging.

Note: All figures are for the census usually resident population count.

## ***Business demographics***

Business demographic data for the year ended February 2013 showed that:

- There were 2,254 business locations (geographic units) in South Waikato District compared with 507,908 for all of New Zealand. This is a decrease of 4.2 percent from the year ended February 2006 for South Waikato District.
- There were 7,550 paid employees in South Waikato District compared with 1,941,040 for all New Zealand. **This is a decrease of 11.1 percent from the year ended February 2006 for South Waikato District.**

### **Top five industries in South Waikato District By employee count For year ended February 2013**

Industry (ANZSIC06) <sup>(1)</sup>	South Waikato District		New Zealand		
	Employee count	Percent of total employee count	Employee count	Percent of total employee count	total
Agriculture, forestry and fishing	1,500	19.9	111,520		5.7
Manufacturing	1,410	18.7	211,710		10.9
Education and training	920	12.2	167,240		8.6
Health care and social assistance	710	9.4	211,350		10.9
Retail trade	690	9.1	195,870		10.1

1. Australian and New Zealand Standard Industrial Classification 2006 (ANZSIC06 V1.0).

Note: Some regions, territorial authorities, and local boards may have more than one industry with the same employee count but the table has been restricted to five industries.

**Source:** Statistics New Zealand

Note: Business demographic data is sourced from a register of economically significant businesses which is maintained by Statistics New Zealand. [See data quality information on business demographics.](#)

## Consumer Price Index Information

### September 2013 Quarterly change

In the September 2013 quarter compared with the June 2013 quarter:

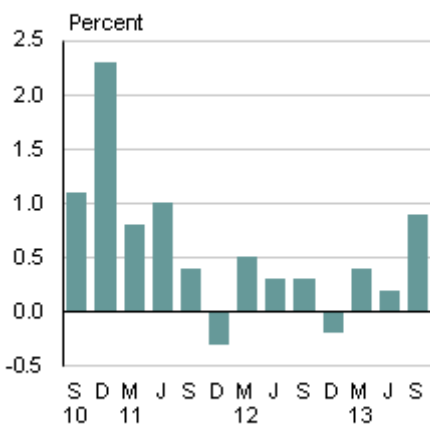
- The consumers price index (CPI) rose 0.9 percent.
- The main upward contribution came from the food group (up 1.7 percent), reflecting seasonally higher prices for vegetables.
- Prices for the transport group rose 1.9 percent, reflecting higher prices for petrol.
- Prices for the housing and household utilities group rose 0.9 percent, reflecting higher prices for local authority rates.

### Annual change

From the September 2012 quarter to the September 2013 quarter:

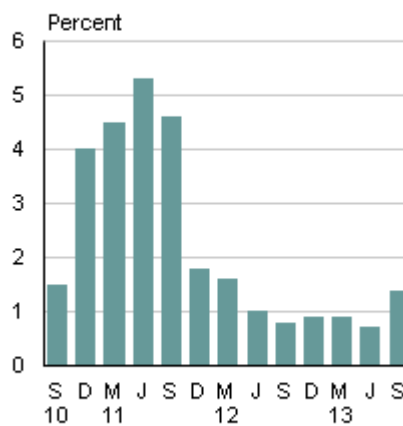
- The CPI increased 1.4 percent.

**Consumers price index**  
Quarterly change



Source: Statistics New Zealand

**Consumers price index**  
Annual change



Source: Statistics New Zealand

16 October 2013

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### December 2013 Quarterly change

In the December 2013 quarter, compared with the September 2013 quarter:

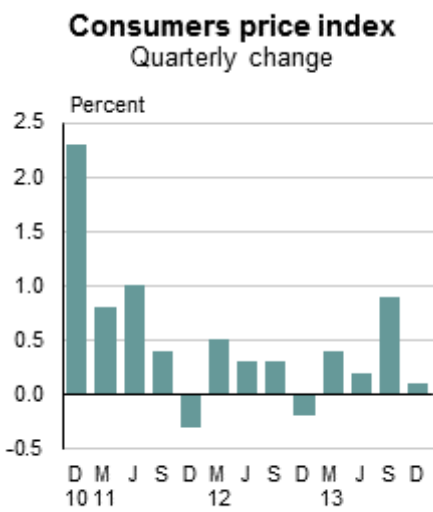
- The consumers price index (CPI) rose 0.1 percent.
- Seasonally higher international air fares (up 12 percent) was the main contributor, reflecting higher prices on routes to Asia and Europe. Package holidays (up 7.3 percent) also had a seasonal price rise.

- Housing and household utilities rose 0.5 percent, reflecting higher prices for property maintenance, purchase of newly built houses, and rentals for housing.
- Seasonally lower prices for vegetables (down 20 percent) and cheaper petrol (down 3.5 percent) were the main downward contributors.

**Annual change**

From the December 2012 quarter to the December 2013 quarter:

- The CPI increased 1.6 percent.
- Nearly half of the increase came from housing and household utilities (up 3.2 percent).



Source: Statistics New Zealand

**21 January 2014**  
**ISSN 1178-0452**

**March 2014 Quarterly change**

In the March 2014 quarter, compared with the December 2013 quarter:

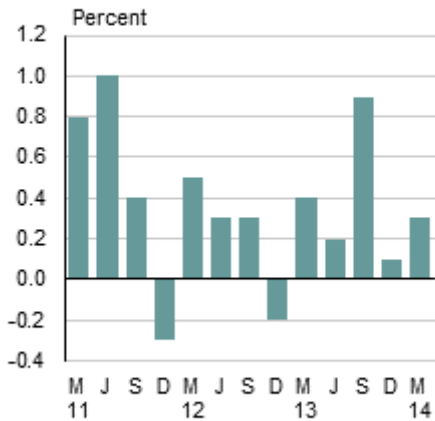
- The consumers price index (CPI) rose 0.3 percent.
- Cigarettes and tobacco (up 10.2 percent) was the main contributor, following an 11.28 percent rise in excise duty in January.
- Housing and household utilities rose 0.7 percent, reflecting higher prices for purchase of newly built houses, rentals for housing, and property maintenance.
- Seasonally lower prices for international air fares (down 10 percent), vegetables (down 5.8 percent), and package holidays (down 5.9 percent) were the main downward contributors.

**Annual change**

From the March 2013 quarter to the March 2014 quarter:

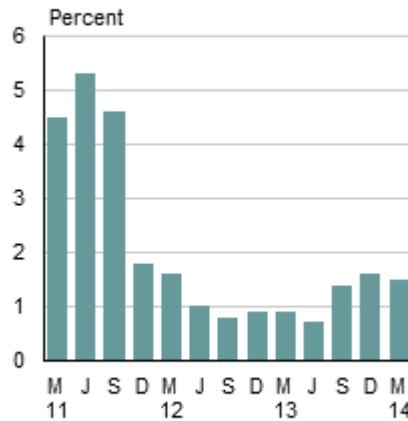
- The CPI increased 1.5 percent.
- About half of the increase came from housing and household utilities (up 3.3 percent).

**Consumers price index**  
Quarterly change



Source: Statistics New Zealand

**Consumers price index**  
Annual change



Source: Statistics New Zealand

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**June 2014 Quarterly change**

In the June 2014 quarter, compared with the March 2014 quarter:

- The consumers price index (CPI) rose 0.3 percent.
- Housing and household utilities (up 1.2 percent) was the main contributor, reflecting higher electricity prices, rentals for housing, and purchase of newly built houses.
- Food prices rose 0.9 percent, influenced by seasonally higher vegetable prices and higher dairy prices.
- Package holidays (down 6.5 percent), fruit (down 4.9 percent), and purchase of vehicles (down 1.2 percent) were the main downward contributors.

**Annual change**

From the June 2013 quarter to the June 2014 quarter:

- The CPI increased 1.6 percent.
- Housing and household utilities (up 3.4 percent) and food (up 1.6 percent) were the main contributors to the rise.
- Transport (up 1.3 percent) and alcoholic beverages and tobacco prices (up 2.5 percent, influenced by a rise in tobacco excise in January this year) also increased.

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## ***Recommended Reading***

**Inequality: A New Zealand Crisis.** Rashbrooke et al BWB June 2013 ISBN: 9781927131510

**The Thief of Time.** Terry Pratchett Doubleday 2001 [ISBN 0-06-019956-3](#)

**Left Further Behind:** A Child Poverty Action Group Monograph. Edited by M. Claire Dale, Mike O'Brien and Susan St John 2011