



29 July 2022

[Redacted]

Tēnā koe

On 5 July 2022, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- 1. An official list of all Emergency Housing providers and individual motel, boarding houses etc. that are Suppliers to Work and Income / MSD in the whole of Aotearoa New Zealand. With respect to Te Tiriti o Waitangi, please indicate any which are Kaupapa Māori, Iwi owned and or operated. This should include any information where such Emergency Housing Suppliers have lodged to WINZ/MSD that they will be ending their services in the next 90 days.*
- 2. An official list of all Emergency Housing providers and individual motel, boarding houses etc. that are Suppliers to Work and Income / MSD in Auckland Central Business District. With respect to Te Tiriti o Waitangi, please indicate any which are Kaupapa Māori, Iwi owned and or operated. This should include any information where such Emergency Housing Suppliers have lodged to WINZ/MSD that they will be ending their services within the next 90 days.*
- 3. An official list of all Social Housing providers that are Suppliers to Work and Income / MSD in the whole of Aotearoa New Zealand. With respect to Te Tiriti o Waitangi, please indicate any which are Kaupapa Māori, Iwi owned, organised and or operated.*
- 4. An official list of all Social Housing providers that are Suppliers to Work and Income / MSD in Auckland Central Business District. With respect*

*to Te Tiriti o Waitangi, please indicate any which are Kaupapa Māori, Iwi owned, organised and or operated.*

On 13 July 2022, the Ministry advised you that questions 3 and 4 of your request had been transferred to the Ministry of Housing and Urban Development (HUD) as the information you are requesting is not held by the Ministry but is believed to be held by HUD.

On 13 July 2022, the Ministry also wrote to you to refine your request as we could not report on Emergency Housing (EH) suppliers which are Kaupapa Māori, Iwi owned and or operated. We recommended refining your request by requesting an official list of all EH suppliers that supply EH to clients in the Auckland region and the whole of Aotearoa. On the same day, you replied agreeing to the refinement of your request.

Please see the attached Excel spreadsheet containing **Table One** which outlines the EH suppliers within the Auckland region, and **Table Two** which outlines EH suppliers outside the Auckland region.

You will note that information regarding some individuals is withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

Regarding the tables provided, please note that the Territorial Local Authority (TLA) used is estimated based on the clients' address at the time of the grant. This TLA may not be the same as the address of the emergency housing supplier. Where the client address is not recorded, the location of the Ministry's service centre case managing the client has been used to approximate which TLA a client resides in. However, as the Ministry has switched to working from national queues, Emergency Housing Special Needs Grants (EH SNG) and other hardship grants could be granted by a case manager working anywhere in New Zealand. Therefore, in such cases, the TLA may not reflect the actual client address or location. Due to the transient nature of people receiving EH SNGs, the recorded address for a client may also be that of a trusted family member or friend who receives mail on their behalf.

Demand for housing across New Zealand is growing and more people are experiencing a severe and immediate need. This demand is generated by a shortage of affordable housing driving up house prices and rents. People on low incomes are most affected by rising housing costs and many seek financial help through the Ministry.

The EH SNG is available to people who cannot remain in their usual place of residence, if any, and do not have access to other accommodation which is adequate for them or their family's needs. The Ministry pays EH SNGs

directly to the accommodation supplier and assistance is generally granted for up to seven nights but can be extended dependant on individual circumstances.

After these seven nights Work and Income arrange another appointment with the client to discuss their housing situation and if another grant is required. The Ministry works hard to support people in emergency housing to secure a long-term housing solution, either through public housing and private rental accommodation. Other options including transitional housing can also be explored as an option depending on availability and the individual's circumstances.

The Ministry recognises that motels are not a long-term solution or the solution that we want to deliver for people who are potentially in a vulnerable situation. They provide a short-term solution while more sustainable options are progressed. More information about EH SNGs is available at the following link: [www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html](http://www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html)

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](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response, 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

A handwritten signature in blue ink, appearing to be 'KH', enclosed within a circular scribble.

Karen Hocking  
**Group General Manager  
Housing**