



14 February 2024

Tēnā koe

Official Information Act request

Thank you for your email of 17 January 2024, requesting information on whether health professionals can access information from the public housing register.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision set out below.

I have also included some general information about Housing at the end of this letter, for your further information.

Are health professionals able to access housing registers or is this a breach of confidentiality.

Health professionals are not able to access the Housing Register. I refer you to the following link to a page on the Work and Income website that provides information on having someone act on your behalf:

- www.workandincome.govt.nz/on-a-benefit/your-rights-and-responsibilities/having-someone-act-on-your-behalf.html

Housing

Kāinga Ora are the primary supplier of public housing, though Community Housing Providers (CHPs) also play a role. An applicant could be matched on the register to either Kāinga Ora or a CHP. If a property was most suitable to a certain cohort (e.g. housing for elderly), the property will be listed in the system with those factors indicated, and a client who does not fit that property will not be matched to it.

Staff endeavour to have useful conversations with applicants about where the public housing stock is, so they can set realistic expectations for themselves about where they may need to live. This information may help an applicant understand how long it may take to be housed, if there is little or no availability in a region.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you are not satisfied with my decision on your request, 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 or 0800 802 602.

Ngā mihi nui

A handwritten signature in black ink, appearing to read 'Magnus', is positioned above the typed name.

Magnus O'Neill
General Manager
Ministerial and Executive Services