



13 May 2024

Tēnā koe

Official Information Act request

Thank you for your emails of 15 April 2024 and 19 April 2024, requesting information on number of clients referred for transitional housing. I have considered your request under the Official Information Act 1982 (the Act). Please find my decision set out below. Please note that this response is for both requests.

The Ministry of Housing and Urban Development are the lead agency with overall responsibility of transitional housing. They monitor and report on the performance of the transitional housing service, and they manage the contracts with providers.

The Ministry of Social Development's role is to manage welfare payments for individual clients and, when someone applies for housing assistance, to assess their needs and what they are eligible for. Depending on that person's circumstances and what we know about availability, we may then refer them to a transitional housing provider so they can apply.

I can confirm that the Emergency Housing Referral outcome form that you have linked in your response is no longer in use and has been replaced with the rollout of the Temporary Housing Vacancy Management Tool (THVMT). However, this tool has not been fully introduced nationally but when this process is finished it will offer a new way for agencies and providers to improve the client experience when referring clients and obtain analysis around the interactions with clients between emergency housing and transitional housing.

The information on clients referred for transitional housing and a breakdown of grants and declines is recorded on their individual client files. As such, your request for this information is refused under section 18(f) of the Act. To retrieve this information, Ministry staff would have to review a substantial number of client files. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

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

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

If you are not satisfied with my decision on your request regarding transitional housing, 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

A handwritten signature in black ink, appearing to read 'Magnus', is positioned above a horizontal line.

Magnus O'Neill
General Manager
Ministerial and Executive Services