



16 October 2024

Tēnā koe

Official Information Act request

Thank you for your email of 6 September 2024 to Hon Tama Potaka, requesting information on homelessness.

Part of your request was transferred to the Ministry of Social Development (the Ministry) to respond to. I have considered your request under the Official Information Act 1982 (the Act).

- 1. Are you able to advise whether every person presenting to MSD for Emergency Housing will have an official application process?*

Yes, there is an official application process for requests related to emergency housing.

When a request for emergency housing is made, the Ministry must make a decision on that request.

An application is considered any request for assistance for a particular need or purpose, and that application does not have to:

- Be made in writing.
- Be on a specific form or,
- Name a particular type of assistance.

Generally emergency housing requests will be booked an in-person appointment to test eligibility unless there are mitigating circumstances where the appointment could be conducted via phone.

Where a person approached the Ministry with an unmet housing need and Ministry staff are able to identify suitable alternative accommodation (e.g. Transitional Housing or private rental) it is possible that an application for emergency housing would not be recorded.

The Ministry's Contact Centre can also assess a request for emergency housing, out of business hours, however this is generally for the initial few days, where the applicant will be booked into a face-to-face appointment with a Case Manager for subsequent emergency housing reviews.

Further information regarding emergency housing can be accessed through the Work and Income website, the link has been provided below:

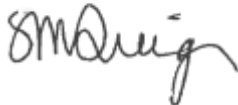
www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing/apply.html.

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 emergency 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 nui

pp. 

Magnus O'Neill
General Manager
Ministerial and Executive Services