



9 December 2025

Tēnā koe

Official Information Act request

Thank you for your email of 14 November 2025 requesting information about eligibility and decision-making criteria used by Ministry staff to assess your recent hardship applications.

I have considered your request under the Official Information Act 1982 (the Act).

Please find my decision on your request set out below.

D. All internal guidelines, policies, or instructions

Specifically:

Any decision matrices, limits, caps, hardship criteria

Any internal reference used to justify eligibility limits told to me by staff

Any internal notes regarding exceptions, discretionary powers, or emergency fire-loss guidance

The eligibility and entitlement criteria for Special Needs Grants and Advance Payments of Benefits is available on the Ministry's website, here:

- Special Needs Grants: www.workandincome.govt.nz/map/income-support/extra-help/special-needs-grant/index.html
- Food: www.workandincome.govt.nz/map/income-support/extra-help/special-needs-grant/food-01.html
- Bedding: www.workandincome.govt.nz/map/income-support/extra-help/special-needs-grant/bedding-01.html
- Advance Payments of Benefit: www.workandincome.govt.nz/map/income-support/extra-help/advance-payment-of-benefit/index.html
- Bedding: www.workandincome.govt.nz/map/income-support/extra-help/advance-payment-of-benefit/bedding-01.html
- Appliances/ furniture: www.workandincome.govt.nz/map/income-support/extra-help/advance-payment-of-benefit/appliances-and-furniture-01.html

- Fire loss or burglary: www.workandincome.govt.nz/map/income-support/extra-help/advance-payment-of-benefit/fire-loss-or-burglary-01.html
- Fridges, freezers and washing machines: www.workandincome.govt.nz/map/income-support/extra-help/advance-payment-of-benefit/fridges-freezers-and-washing-machines-01.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, 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

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Anna Graham
General Manager
Ministerial and Executive Services