



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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](mailto: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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

pp.



Anna Graham  
**General Manager**  
**Ministerial and Executive Services**