



12 December 2025

Tēnā koe

Official Information Act request

Thank you for your email of 14 November 2025, requesting a copy of the 'Emergency Housing – decline reasons' referenced in WPQ 49824.

I have considered your request under the Official Information Act 1982 (the Act) and I have enclosed a copy of the requested document with this letter.

Please note the hyperlinks included in the attached document link to the Ministry's internal Manuals and Procedures (Map) website. If you are interested in this information, you are able to search the public facing version of Map, here: www.workandincome.govt.nz/map/index.html. If you search in the title of the hyperlinks, it will direct you to the relevant information.

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

pp.

Anna Graham
General Manager
Ministerial and Executive Services

Emergency Housing decline reasons

The following table contains a list of reasons why MSD can/may decline a client's emergency housing (EH) grant and the recommended reason to be selected for the system "decline reason" dropdown option as part of the EH grant.

Escalation required for households with children: If you're considering declining a grant and the household includes children, you must follow the [escalation pathway](https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-resolution-framework.html#IfYouAreConsideringDeclining9) [<https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-resolution-framework.html#IfYouAreConsideringDeclining9>] [before proceeding with the decline.](https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-resolution-framework.html#IfYouAreConsideringDeclining9)

Informing clients of review rights: For every decline, you must advise the client of their formal review rights. This ensures transparency and supports their right to review the decision.

System reason	Reasons MSD can decline/cannot pay an EH grant	Further information
The need can be met in another way	<p>MSD can decline. The applicant can meet/has met their immediate emergency housing need in another way. This can be from their own resources or other sources of assistance.</p>	<p>When MSD can decline an Emergency Housing Grant - Map [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/when-msd-can-decline-an-emergency-housing-grant.html]</p> <p>Client can meet their immediate need in another way - Map [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/client-can-meet-immediate-need-in-another-way.html]</p> <p>Adequacy of other accommodation and emergency housing - Map [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/adequacy-of-other-accommodation-and-emergency-housing.html]</p> <p>Transitional housing funded by the Ministry of Housing and Urban Development - Map [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/transitional-housing-funded-by-hud.html]</p>
You have caused or contributed to your immediate need	<p>MSD can decline. MSD may consider the extent to which the applicant has caused or contributed to their immediate need or to the situation that has given rise to the immediate need.</p> <p>The client has caused or contributed to their immediate need:</p> <ul style="list-style-type: none"> before applying for their first EH grant; or while in EH 	<p>When MSD can decline an Emergency Housing Grant - Map [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/when-msd-can-decline-an-emergency-housing-grant.html]</p> <p>Client has caused or contributed to their immediate need before applying for their first Emergency Housing Grant - Map [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/client-has-caused-or-contributed-to-their-immediate-need-before-applying-for-an-eh-initial-grant.html]</p> <p>Client has caused or contributed to their immediate need while in emergency housing - Map [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/client-has-caused-or-contributed-to-their-immediate-need-while-in-emergency-housing.html]</p>
You do not have an immediate need	MSD cannot pay. The applicant does not have an immediate housing need.	<p>When MSD cannot pay an Emergency Housing Grant - Map [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/when-msd-cannot-pay-an-emergency-housing-grant.html]</p>

		<p>housing/when-msd-cannot-pay-an-emergency-housing-grant.html</p> <p>Immediate emergency housing need - Map [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/immediate-emergency-housing-need.html]</p>
<p>Cash assets/income exceed limit</p>	<p>MSD cannot pay unless there are exceptional circumstances. The applicant must meet a cash asset and income test to qualify for an EH grant.</p>	<p>When MSD cannot pay an Emergency Housing Grant - Map [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/when-msd-cannot-pay-an-emergency-housing-grant.html]</p> <p>Cash asset limits - Map [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/cash-asset-limits.html]</p> <p>Income limit - Map [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/income-limit.html]</p> <p>Exceptional circumstances for income and cash asset limits - Map [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/exceptional-circumstances-for-income-and-cash-asset-limits.html]</p>
<p>The required supporting evidence has not been provided</p>	<p>MSD cannot pay. The applicant has refused to provide supporting evidence required by MSD to determine whether they qualify for a grant.</p>	<p>When MSD cannot pay an Emergency Housing Grant - Map [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/when-msd-cannot-pay-an-emergency-housing-grant.html]</p> <p>Requiring supporting evidence - Map [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/requiring-supporting-evidence.html]</p>
<p>You are on a non-entitlement for emergency housing</p>	<p>MSD cannot pay. The applicant is on a non-entitlement period because they:</p> <ul style="list-style-type: none"> • received two formal warnings; and • have not met their EH responsibilities for the third time; and • did not have a good and sufficient reason for not meeting the EH responsibilities at each grant <p>(unless limited circumstances apply)</p>	<p>When MSD cannot pay an Emergency Housing Grant - Map [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/when-msd-cannot-pay-an-emergency-housing-grant.html]</p> <p>13 week non-entitlement period for emergency housing - Map [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/13-week-non-entitlement-period-for-emergency-housing.html]</p> <p>Warnings for failing to meet responsibilities - Map [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/warning-for-failing-to-meet-responsibilities.html]</p> <p>Good and sufficient reason for not meeting responsibilities - Map [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/good-and-sufficient-reason-for-not-meeting-responsibilities.html]</p> <p>Limited circumstances during non-entitlement for emergency housing - Map [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/limited-circumstances-during-non-entitlement-for-emergency-housing.html]</p>

<p>Partner on non-entitlement for emergency housing is on the application</p>	<p>MSD cannot pay. The applicant has included their partner who is on a non-entitlement period for EH in the EH accommodation.</p>	<p><u>When MSD cannot pay an Emergency Housing Grant - Map</u> [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/when-msd-cannot-pay-an-emergency-housing-grant.html]</p> <p><u>13 week non-entitlement period for emergency housing - Map</u> [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/13-week-non-entitlement-period-for-emergency-housing.html]</p>
<p>You did not agree to meet the responsibilities of this grant</p>	<p>MSD cannot pay. The applicant refuses to agree to meet their responsibilities.</p>	<p><u>When MSD cannot pay an Emergency Housing Grant - Map</u> [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/when-msd-cannot-pay-an-emergency-housing-grant.html]</p> <p><u>Emergency housing responsibilities - Map</u> [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/emergency-housing-responsibilities.html]</p> <p><u>When the emergency housing responsibilities apply - Map</u> [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/when-the-emergency-housing-responsibilities-apply.html]</p>
<p>The residency criteria for this grant have not been met</p>	<p>MSD cannot pay. The applicant does not meet the residency criteria.</p>	<p><u>When MSD cannot pay an Emergency Housing Grant - Map</u> [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/when-msd-cannot-pay-an-emergency-housing-grant.html]</p> <p><u>Residence criteria - Map</u> [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/residence-criteria.html]</p> <p><u>Qualifications for emergency housing - Map</u> [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/qualifications-for-emergency-housing.html]</p>
<p>You are currently on a 13-week non-entitlement period for a benefit</p>	<p>MSD cannot pay. The applicant is:</p> <ul style="list-style-type: none"> • on an initial stand-down; or • on a benefit non-entitlement period; or • in the process of their application; or • completing pre-benefit activities as part of their application for a benefit <p>and</p> <ul style="list-style-type: none"> • they qualify for, and have not yet received the maximum entitlement to one of the following Special Needs Grants: <ul style="list-style-type: none"> • assistance during an initial stand-down and/or benefit application process • assistance during non-entitlement periods • assistance when client is on strike 	<p><u>When MSD cannot pay an Emergency Housing Grant - Map</u> [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/when-msd-cannot-pay-an-emergency-housing-grant.html]</p> <p><u>Assistance during an initial stand-down and/or benefit application process - Map</u> [https://doogle.ssi.govt.nz/map/income-support/extra-help/special-needs-grant/assistance-during-an-initial-stand-down-and-or-ben-01.html]</p> <p><u>Assistance during non-entitlement periods - Map</u> [https://doogle.ssi.govt.nz/map/income-support/extra-help/special-needs-grant/assistance-during-non-entitlement-periods-01.html]</p> <p><u>Assistance when client is on strike - Map</u> [https://doogle.ssi.govt.nz/map/income-support/extra-help/special-needs-grant/assistance-when-client-is-on-strike-01.html]</p>

<p>Your main benefit is currently reduced or suspended under a sanction for failing to meet your work obligations</p>	<p>MSD cannot pay. The applicant cannot be granted if they have their main benefit sanctioned for failing to meet their benefit obligations. The applicant will need to have their full benefit rate reinstated before MSD can grant EH.</p>	<p><u>When MSD cannot pay an Emergency Housing Grant - Map</u> [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/when-msd-cannot-pay-an-emergency-housing-grant.html]</p>
<p>You declined adequate accommodation that is opted-in to the supplier standards, and you're not eligible for not opted-in accommodation</p>	<p>MSD cannot pay. The applicant is applying for an EH option that MSD can't pay for because it is:</p> <ul style="list-style-type: none"> • a not opted-in supplier and an exception does not apply; or • not adequate for the needs of the client, their partner, and dependent children (if any); or • not a reasonable cost 	<p><u>When MSD cannot pay an Emergency Housing Grant - Map</u> [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/when-msd-cannot-pay-an-emergency-housing-grant.html]</p> <p><u>Emergency housing supplier standards - Map</u> [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/emergency-housing-supplier-standards.html]</p> <p><u>No opted-in suppliers available - Map</u> [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/no-opted-in-suppliers-available.html]</p> <p><u>Not opted-in supplier is the most appropriate option - Map</u> [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/not-opted-in-supplier-is-the-most-appropriate-option.html]</p> <p><u>Supplier standards exceptional circumstances - Map</u> [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/supplier-standards-exceptional-circumstances.html]</p>