



24 July 2025

Tēnā koe

### **Official Information Act request**

Thank you for your email of 2 July 2025, requesting information about Emergency Housing applications from 1 January 2017 to present.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

On 26 August 2024, MSD implemented policy changes to the Emergency Housing Gateway. The Gateway changes shift Emergency Housing to a more rules-based approach and ensure that emergency housing grants are targeted to those in genuine need and have met their responsibilities.

The changes to the gateway reflected the government's wider objectives to end large scale and long-term use of Emergency Housing by ensuring it is rarely needed, and when used stays are brief and non-recurring, targeting those who have exhausted all other adequate accommodation options and met responsibilities if previously in Emergency Housing, and supporting people to move quickly into suitable long-term housing.

Following changes to the gateway there have been fewer applications for emergency housing, as well as an increase in grants declined.

Where clients have been declined emergency housing, they may be offered other forms of assistance such as; the Accommodation Supplement, Bond Grant, Moving Costs Grant, Costs (rent) in Advance Grant or Tenancy Costs Cover Grant (provides assurances to potential landlords that the Ministry will pay the applicant's outstanding costs at the end of the tenancy, if those costs exceed the amount of bond paid).

Please see the attached **Appendix**, detailing the number of Emergency Housing applications granted and declined during the period 1 January 2017 to 30 June 2025, by month and region.

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. *Khawler*

Anna Graham

**General Manager**  
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