



28 July 2025

Tēnā koe

Official Information Act request

Thank you for your emails dated 24 June and 7 July 2025 in which you requested data about emergency housing.

I have considered your request under the Official Information Act 1982 (the Act). You will find my response to each part of your request set out separately below.

1. Can MSD please provide number of emergency housing suppliers, as well as the number of motels, in the country, by region, that received emergency housing grants in May 2024 compared to May 2025?

Please see Table 1 of **Appendix 1** which contains data that shows:

- the numbers of accommodation suppliers, by region, with numbers 'Hotel/Motel' suppliers separated from those of 'Other' supplier types, which received Emergency Housing Special Needs Grants in May 2024.
- the numbers of accommodation suppliers, by region, which received Emergency Housing Grants (EHG) in May 2025.

I am partially refusing your request for data regarding the number of motels which received Emergency Housing Grants (EHGs) in May 2025 under section 18(f) of the Act as the information you have requested cannot be made available without substantial manual collation. I will detail this further for you below.

2. For the same months, can MSD please provide the number of people staying in emergency housing, showing those in motels, including the number of children?

Please see Table 2 of **Appendix 1** which contains data that shows:

- the numbers of people who stayed in emergency housing, including children, by region, with the numbers of those who stayed in

'Motel/Hotel' accommodation separated from those who stayed in accommodation provided by 'Other' supplier types, in May 2024.

- the numbers of people who stayed in emergency housing, including children, by region in May 2025.

As above, I am partially refusing your request for data regarding the number of people, including children, who stayed in motels through emergency housing in May 2025 under section 18(f) of the Act as the information you have requested cannot be made available without substantial manual collation.

For the partial 18(f) refusals noted in both question 1 and 2, I wish to provide some further context. The Ministry stopped separating accommodation supplier types for EHG in its standard reporting in August 2024. This is because the type of accommodation funded was no longer captured in the application questions for the EHG from that point. This change was made as part of efforts to streamline the questions asked during EHG applications and reflect the implementation of the Emergency Housing Supplier Standards (the Standards).

The Ministry does not contract with suppliers to provide emergency housing. It is a commercial arrangement between the supplier and the client, although the quality of accommodation provided must meet the Standards. The Standards are available here: www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/emergency-housing-supplier-standards.html.

Substantial manual collation would be required to disaggregate the data for Motels/Hotels from that of other accommodation supplier types. This data would be contained within a large volume of individual client files, which would each require manual review to respond to your request. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to these parts of your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case and for both questions, the Ministry's ability to undertake its work would still be prejudiced.

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