



29 July 2025

Tēnā koe

### **Official Information Act request**

Thank you for your email of 1 July 2025, requesting information about the number of emergency housing exits.

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

*Can you please clarify one sentence. I've attached a screenshot and highlighted the part that I wish to clarify.*

*You say "Please note that the above numbers are restricted to households with the Priority One Fast Track tag and does not represent all emergency housing exits."*

*To provide a more complete picture could you please provide the total number of EH exits as a whole (under all categories or pathways) for both NZ and, again, in Hamilton.*

In line with your previous request, I am interpreting your request to be for information on children specifically. I am refusing your request for information on children exiting emergency housing, under section 18(f) of the Act as the information requested cannot be made available without substantial manual collation. If held, this information would be contained within individual client files, which would require manual review of each file 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 your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

However, the Ministry has been improving its ability to track the housing outcomes of those exiting emergency housing. The Ministry is now able to show where around 85 percent of those exiting emergency housing go to. Of the households that exited emergency housing (excluding Contracted Emergency households) during December 2024:

- 37 percent left emergency housing to go into social housing (4 percent through Community Housing Providers, 33 percent through Kāinga Ora – Homes and Communities)

- 29 percent moved into Transitional Housing
- 19 percent were receiving the AS for a private rental (this includes clients with mortgage, private rental or board costs)
- 14 percent did not access any of these housing-related services.

As you were advised in the response sent to you on 1 July 2025, the Ministry is not able to track the outcomes of specific children.

Unlike benefits, where partner and children's identifying information is crosslinked, emergency housing information is based on the primary applicant lodging the grant on behalf of their household, with no identifying information of other adults and children included in the grant.

When someone in urgent housing distress comes to us for help, we work with them to find somewhere to stay. When applying for an Emergency Housing Grant, clients are asked how many children they have with them, in some instances children may not enter emergency housing with their parents/caregivers or be in emergency housing the entire time their parents/caregivers are.

For example, if there are shared care arrangements, the other parent or caregiver may be closer to a school that a child is attending, or a child may be taken into a relative's home with the parent/caregiver remaining in the emergency housing.

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**