



17 March 2025

Tēnā koe

Official Information Act request

Thank you for your email of 17 February 2025, requesting information about emergency housing.

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

- 1. Can you please provide a number of people who have presented to MSD, WINZ or any associated service for Emergency housing or any housing assistance, both who have been successfully placed into EH and those who were declined from place.*
- 2. Please break down since the changes were made in August 2024.*
- 3. Please send all information and reasons why they were declined a place and if you know where they are now.*

Please refer to the **Appendix** enclosed with this letter which provides data in response to your request.

Some information in the attached table has been marked as 'S'. This information is withheld under section 9(2)(a) of the Act, in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in the information.

From 26 August 2024, the Ministry of Social Development (the Ministry) made changes on how the Ministry supports people in emergency housing and making their responsibilities clearer. Further information regarding these responsibilities and what happens if they do not meet these responsibilities can be found here: <https://www.workandincome.govt.nz/about-work-and-income/news/2024/emergency-housing.html>

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,

- 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).
- Where appropriate, MSD will refer clients to the Ministry of Housing and Urban Development (HUD) contracted providers who offer transitional housing. They provide places for clients to stay for up to 12 weeks, while they look for more stable longer-term accommodation.

Regarding your third question, the Ministry is able to provide the relative proportion of where households go after being in emergency housing, for those who access services on which we hold data.

Latest available figures are for September 2024 and show that:

- 27% of households went on to receive Accommodation Supplement.
- 29% of households went on to a social housing tenancy.
- 26% of households had moved into transitional housing.

The Ministry does not hold and is currently not developing reporting for where people go when their emergency housing grant has been declined.

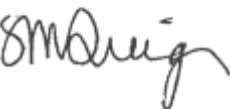
As such, I am refusing your request for the information around where those who have been declined emergency housing are now under section 18(e) of the Act as this information does not exist.

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