



2 October 2025

Tēnā koe

Official Information Act request

Thank you for your email of 4 September 2025 requesting information about emergency housing suppliers in Auckland and whether there is a restriction on Emergency Housing (EH) Grants the Ministry of Social Development (the Ministry) can pay on behalf of clients.

I have considered your request under the Official Information Act 1982 (the Act).

Please find my decision on each part of your request set out below.

- ***I would like an updated list of emergency housing suppliers in Auckland registered with MSD***

The Ministry is unable to provide a list of emergency housing suppliers in a certain area, as businesses may provide us with a registered address that is different to the physical address of their service.

However, the Ministry can instead provide a list of emergency housing suppliers that have received an EH Grant on behalf of a client who has a registered address in the Auckland Super City Territorial Local Authority (TLA) area. Please refer to Table One in Appendix One (attached) for a list of these suppliers, for the month of August 2025.

- ***Is there is a standard cap on how much rent MSD will cover for emergency housing for an individual on a Jobseekers benefit or a disability benefit?***

An EH Grant is a last resort payment for qualifying clients with an immediate emergency housing need.

The type of benefit a person gets does not impact the amount of EH Grant payable. A client does not have to be on a benefit to qualify for this assistance, but they must meet all qualifications including an income and asset test.

You can find information about the qualifications for an EH Grant online here: www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/qualifications-for-emergency-housing.html.

The Ministry can pay for the actual and reasonable costs of adequate emergency housing that meets the client's needs. Generally, the Ministry should pay the lower cost option that is adequate for the needs of the client, their partner and any dependent children.

Current Ministry guidelines for EH Grant payments, costs covered, maximum limits and the length of time EH Grants can generally be paid for are available online here:

- Payment
www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/payment.html
- Actual and reasonable costs covered for emergency housing
www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/actual-and-reasonable-costs-covered-for-emergency-housing.html
- Determining maximum per night rates
<https://www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/determining-maximum-per-night-rates.html>
- Longer grant periods
www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/longer-grant-periods.html

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
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