

21 October 2025

Tēnā koe

Official Information Act request

Thank you for your email of 2 October 2025, requesting information about the housing circumstances of tamariki who have left emergency housing in Hamilton.

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

The Ministry of Social Development's (the Ministry's) ability to track the housing outcomes of those exiting emergency housing has improved. The Ministry are now able to report on where around 79 percent of those exiting emergency housing go.

However, the Ministry can only report this data at a national level.

As such, your request for a Hamilton breakdown is refused under section 18(f) of the Act, as substantial manual collation would be required to collate this information. If held, the client location would only be contained within 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 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.

Nationally, in June 2025, of the households that exited emergency housing (excluding Contracted Emergency Housing (CEH)):

- 23 percent left emergency housing to go into Social Housing (2.5 percent through Community Housing Providers (CHPs), 20.5 percent through Kāinga Ora).
- 33.5 percent had moved into Transitional Housing.
- 23 percent were receiving the Accommodation Supplement for a private rental (this includes clients with mortgage, private rental or board costs).
- 17.6 percent did not access any of these housing related services.

This reporting on emergency housing exits requires linking information from multiple systems, agencies and other organisations. While our understanding of where households go after emergency housing is improving, people are not required to let us know where they live once they stop receiving assistance.

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
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