



12 September 2025

Tēnā koe

Official Information Act request

Thank you for your email of 15 August 2025, requesting a copy of procedure/policy relating to ending emergency housing.

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

Where a client has contributed to their need for emergency housing, The Ministry of Social Development (the Ministry) can decline to pay an Emergency Housing Grant. The guidelines can be found here:

www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/client-has-caused-or-contributed-to-their-immediate-need-while-in-emergency-housing.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
General Manager
Ministerial and Executive Services