



5 August 2025

Tēnā koe

### **Official Information Act request**

Thank you for your email of 8 July 2025, requesting data on Emergency Housing applications for the period 1 January 2024 to 30 June 2025, by month.

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

I have also included some general information about Emergency Housing at the end of this letter, for your further information.

Please find the data requested in the attached **Appendix**.

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.

### **General information about Emergency Housing**

On 26 August 2024, the Ministry implemented policy changes to the Emergency Housing Gateway. The Gateway changes shift Emergency Housing to a more rules-based approach and ensure that emergency housing grants are targeted to those in genuine need and have met their responsibilities.

Following changes to the gateway there have been fewer applications for Emergency Housing, as well as an increase in grants declined.

The Ministry's practice and data capture in respect of emergency housing declines has improved, with all applications now having the result recorded, providing greater transparency for clients. However, this makes it difficult to compare data pre/post implementation of the new rules for entry into emergency housing.

The variation in decline rates is expected. When people first present for emergency housing, staff test the availability of alternative accommodation options (e.g. staying with whanau and friends) to determine eligibility for the Emergency Housing Grant.

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 or 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).

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**