



18 June 2025

Tēnā koe

Official Information Act request

Thank you for your email of 22 May 2025 to the Ministry of Social Development (the Ministry), requesting information about emergency housing.

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 separately below.

How many people have left emergency housing and where they left to (where they ended up) between March 2024 and March 2025. Divided by region.

I am refusing your request for this information under section 18(f) of the Act, as substantial manual collation would be required to collate this information. If held, this information 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.

However, the Ministry has been improving its ability to track the housing outcomes of those exiting emergency housing. The Ministry is now able to show where around 85 percent those exiting emergency housing go.

As you were advised in your media query of 22 May 2025, of the households that exited emergency housing during December 2024:

- 37 percent (141) left emergency housing to go into Social Housing (4 percent through Community Housing Providers, 33 percent (126) through Kāinga Ora).
- 29 percent (108) had moved into Transitional Housing.
- 19 percent (69) were receiving the Accommodation Supplement for a private rental (this includes clients with mortgage, private rental or board costs).
- 14 percent (54) did not access any of these housing-related services.

I would like to reiterate that while our understanding (of where households go after emergency housing) is improving daily, it is unlikely that we will ever achieve a complete view because people are not required to let the Ministry know

where they live once they stop receiving assistance. We need to balance the requirement to monitor the effectiveness of our interventions with the need to respect individuals' reasonable right to privacy.

Number of applications and declines (split respectively) for emergency housing between March 2023 to March 2024, and then March 2024 to March 2025, divided by region.

Please refer to the table below which provides the number of emergency housing application grants and declines during the period 1 April 2023 to 31 March 2025 by application outcome and MSD region.

Application Outcome / MSD Region		1 April 2023 - 31 March 2024	1 April 2024 - 31 March 2025
Grants	Northland	930	573
	Auckland Metro	27,057	8,052
	Waikato	15,708	7,272
	Taranaki	1,230	864
	Bay of Plenty	7,275	1,935
	East Coast	7,191	3,453
	Central	3,534	1,653
	Wellington	8,703	4,686
	Nelson	3,306	2,046
	Canterbury	10,134	3,789
	Southern	1,098	615
	Other	10,638	3,651
	Total	96,813	38,589
Declines	Northland	9	39
	Auckland Metro	672	1,290
	Waikato	90	450
	Taranaki	42	120
	Bay of Plenty	258	141
	East Coast	282	603
	Central	144	87
	Wellington	249	474
	Nelson	21	78
	Canterbury	1,257	1,161
	Southern	120	108
	Other	126	138
	Total	3,267	4,686

Table Notes:

- This is a count of grants/declines. A client could have more than one grant/decline in a period.
- Region is based on the Work and Income region where the recommending case manager for the application was based at the time of the grant.
- The 'Other' region includes grants made through contact centres, MyMSD and centralised processing units.

- To protect confidentiality the Ministry of Social Development uses processes to make it difficult to identify an individual person or entity from published data.
- These data tables have had random rounding to base three applied to all cell counts in the table.
- The impact of applying random rounding is that columns and rows may not add exactly to the given column or row totals.
- The published counts will never differ by more than two counts.

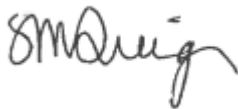
I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

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