



19 June 2025

Tēnā koe

Official Information Act request

Thank you for your email dated 27 May 2025 in which you requested information about emergency housing.

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

You will find the Ministry's responses under the headings below.

Part 1: Please provide the number of applications for Emergency Housing by month, by region since 2017 that were:

- a) granted**
- b) declined**

This information is provided in Table 1 of Appendix 1.

- c) cancelled**
- d) pending (or in progress)**

I am refusing these parts of your request 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 impacted.

Part 2: Of the number of applications for Emergency Housing above, how many were:

- a) started and granted**
- b) started and declined**

This information is provided in Table 1 of Appendix 1

- c) started and not completed**
- d) not started at all**

I am refusing these parts of your request 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 impacted.

The Ministry's practice and data capture in respect to emergency housing application declines has improved, with all applications now having the result recorded. This provides clients with greater transparency; however, the changes make it difficult to compare data pre/post implementation of the new rules for entry into emergency housing which were introduced in August 2024.

When people first present for emergency housing, Ministry staff test the availability of alternative accommodation options (e.g. staying with whānau and friends or Transitional Housing) to determine eligibility for the Emergency Housing Grant.

In cases when clients have been declined emergency housing, or decided not to pursue application for emergency housing, the Ministry may offer other forms of assistance to help them obtain housing. This assistance may include the Accommodation Supplement, Bond Grant, Moving Costs Grant, Costs (rent) in Advance Grant or Tenancy Costs Cover Grant.

Part 3: Of the number of declined for Emergency Housing above, how many had indicated having a medical condition for mental health, addiction, physical disability, developmental disability, etc.

This information is provided in Table 2 of Appendix 1.

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 regarding calls to the general enquiry line, 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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