



24 June 2025

Tēnā koe

### **Official Information Act request**

Thank you for your email of 3 June 2025, requesting data regarding the number of emergency housing grants and declines from 30 May 2019 to 30 May 2025.

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

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 whānau 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).

Please see the attached **Appendix**, containing the following tables:

- **Table One:** Emergency Housing applications granted and declined during the period 1 June 2019 to 31 May 2025, by month.
- **Table Two:** Emergency Housing applications declined during the period 1 June 2019 and 31 May 2025, by month and reason for decline.

You will note some data is suppressed. Suppressed numbers are replaced with an 'S'. This information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

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 regarding emergency housing, 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

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A handwritten signature in black ink, appearing to read 'Anna Graham', written over a horizontal line.

Anna Graham  
**General Manager**  
**Ministerial and Executive Services**