



24 June 2025

Tēnā koe

### **Official Information Act request**

Thank you for your email of 19 May 2025, and an additional request on 23 May, for information about the amount paid to emergency housing suppliers in Wairarapa, and a breakdown of where Wairarapa clients went after exiting 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.

- 1. The number of emergency housing suppliers in Wairarapa, by TLA for Carterton, South Wairarapa and Masterton?*
- 2. Total EH amount granted to EH suppliers in the Wairarapa TLA for the past 12 months ending 31 March 2025*
- 3. For individuals who were in emergency housing in Wairarapa over the past 12 months and have since moved on, could you provide a general overview of where they have been rehomed (e.g., within Wairarapa, outside the region)?*
- 4. the total number of EH applications received for Masterton, South Wairarapa and Carterton March 2024 to March 2025 so I can determine the number of applications for EH grants declined*

To address your questions 1,2 and 4, please find attached:

- **Appendix: Number of Emergency Housing grants, amount granted and number of declined Emergency Housing applications for clients in Masterton, Carterton and South Wairarapa Territorial Local Authority from 1 April 2024 to 31 March 2025.**

There are two tables provided with the data.

- **Table 1: Number of Emergency Housing grants and amount granted for clients in Masterton, Carterton and South Wairarapa Territorial Local Authority from 1 April 2024 to 31 March 2025**

- **Table 2: Number of Emergency Housing total applications processed for clients in Masterton, Carterton and South Wairarapa Territorial Local Authority from 1 April 2024 to 31 March 2025**

Some information in Table 1 has been marked as '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 the information.

In answer to your Question 3, detailed information for individuals who were in emergency housing and have moved on, is refused 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 can provide a general overview as requested, as we've significantly improved our ability to estimate where people go after they leave emergency housing. The following comments apply generally across the country, including the Wairarapa TLA.

We collect information about the type of accommodation assistance people are receiving (e.g. Income Related Rent for a social housing tenancy, Accommodation Supplement for a private rental).

That data on housing support they have accessed can then be used to indicate where people have gone after they leave emergency housing.

Of the households that exited emergency housing nationally during December 2024:

- 37 percent left emergency housing to go into social housing (4 percent through community housing providers, 33 percent through Kāinga Ora).
- 29 percent moved into transitional housing.
- 19 percent were receiving the Accommodation Supplement for a private rental (this includes clients with board costs)
- 14 percent did not access any of these housing-related services.

We do not track our clients once they stop receiving assistance, and they are not required to tell us where they live after exiting emergency housing. If people do not receive one of those forms of housing support, their current living situation will not be visible to us.

Please note that people make their own decisions about where they want to live, what type of accommodation they wish to apply for, and whether to apply for our assistance.

Our role is to provide people who come to us for help with the assistance they are eligible for, while they continue their own search for suitable housing.


We must balance the requirement to monitor the effectiveness of our interventions with the need to respect individuals' reasonable right to privacy.

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

p.p. 

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