



2 May 2025

Tēnā koe

Official Information Act request

Thank you for your email of 11 April 2025, requesting information about transitional housing.

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

1. Do applicants need to be on the public housing register to be eligible for a referral to transitional housing?

Clients do not have to be on the social housing register to be referred to transitional housing. However, the Ministry will generally do a housing assessment for the applicant to see what their other housing options are, including whether they are eligible for social housing or other housing supports.

2. Do applicants need to undergo a housing assessment with MSD prior to requesting a referral for transitional housing?

Clients are not required to complete an application for social housing. Clients will be assessed to ascertain whether they have an immediate emergency housing need.

3. Can applicants who have recently moved cities or are transient request a referral for transitional housing?

Yes, but the Ministry will look at the reason why they have moved or are transient first. For example, if they have adequate accommodation at their previous location, they may not be eligible for transitional housing in the new location. It depends on the person's situation and whether they have an immediate emergency housing need.

4. What, if any, documentation do applicants need to supply prior to or alongside to requesting a referral to transitional housing?

Applicants don't have to supply the Ministry with documentation if the Ministry already holds sufficient information to determine whether a person is eligible for transitional housing. If the Ministry does need documentation, it may include:

- identification evidence for the applicant and any other household members to be housed with them e.g. dependent children
- evidence that an applicant has an immediate emergency housing need e.g. notice from a landlord terminating a tenancy
- information showing their income meets the income limit and cash asset limits for transitional housing (these limits can be exceeded in exceptional circumstances)
- evidence of the applicant's residency status, for example, NZ citizen or permanent resident
- other verification may be requested depending on a person's particular circumstances

5. *What are the possible reasons a MSD case worker might refuse to make a referral for transitional housing?*

Possible reasons could include:

- the applicant is not eligible for transitional housing, e.g. does not have an immediate emergency housing need, or does not meet residency requirements
- there are no vacancies at the transitional housing providers in the applicant's region
- the transitional housing available is not suitable for the applicant's particular needs or situation
- the applicant is on a non-entitlement period for emergency housing, therefore the applicant will need to self-refer to transitional housing, or ask to be referred via a third party (e.g. a social services agency)

You may find the following link to the Ministry's map pages helpful: www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/transitional-housing-funded-by-hud.html.

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