



16 May 2025

Tēnā koe

### **Official Information Act request**

Thank you for your email that was partially transferred from the Minister of Housing's office to the Ministry of Social Development on 15 April 2025. You have asked for yearly figures for the number of people seeking help for accommodation, for the last ten years.

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

I have also included some general information about people seeking support from the Ministry for accommodation at the end of this letter, for your further information.

Your request for yearly figures for the number of people seeking help for accommodation is very broad, and substantial manual collation would be required to locate and prepare all documents within scope of your request. As such, I refuse your request under section 18(f) of the Act. 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.

We would point you to our publicly available Benefit Fact Sheets which are available on the Ministry website: [msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/benefit/index.html](https://msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/benefit/index.html), in particular the National Level data table which we have provided here: [msd.govt.nz/documents/about-msd-and-our-work/publications-resources/statistics/benefit/2025/quarterly-benefit-fact-sheets-national-benefit-tables-march-2025.xlsx](https://msd.govt.nz/documents/about-msd-and-our-work/publications-resources/statistics/benefit/2025/quarterly-benefit-fact-sheets-national-benefit-tables-march-2025.xlsx). This table provides the annual number of people receiving Accommodation Supplement, Accommodation Related and Emergency Housing Grants since March 2020.

We would also direct you to our Housing information which is publicly available on the Ministry website: [msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/index.html#Housing2](https://msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/index.html#Housing2). This provides monthly reporting on Emergency Housing and Public Housing Register data, and quarterly reporting on Housing Register, Transfer Register and Emergency Housing data since March 2020.

If you are seeking any further insights about any of these specific areas, please let us know which specific areas that you are interested in and we will consider your request.

Please note that Emergency Housing commenced in 2016.

Please also note we will not be able to provide information about the number of applications received for any housing related assistance as this information is not centrally recorded. This information would likely continue to be refused on the basis of substantial manual collation in any follow up OIA request.

**General information about people seeking support from the Ministry for accommodation**

When clients seek assistance from the Ministry, they can be offered an array of services and products. We will first offer options and advice to ascertain a likely housing solution.

Housing Support Products (HSPs) are individual products that provide financial assistance to support households to move out of public housing and obtain and retain housing in the private rental market. HSPs were expanded in 2019 to more broadly support people to sustain their tenancies.

To support the increasing number of people with multiple and complex challenges to transition into sustainable secure housing, the Ministry has developed support services for people in emergency housing. These levers provide a range of services intended to prevent people from needing emergency housing, support people while in emergency housing, and support people to exit emergency housing.

To assist with affordability clients may be eligible for the Accommodation Supplement. Accommodation Supplement is a weekly payment which helps people with their rent, board or the cost of owning a home.

Those that qualify for social housing may be eligible to pay Income-related rent (starting at 25% of their income).

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

pp.



Anna Graham  
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