



23 January 2026

Tēnā koe

Official Information Act request

Thank you for your email of 12 December 2025 requesting information relating to assistance programmes available from the Ministry of Social Development (the Ministry) for evicted families and the funding allocated to these programmes.

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.

Emergency housing support services help to prevent people from needing emergency housing, support people while in emergency housing, and support people to exit emergency housing. These services include:

- **Integrated Services Case Managers** who provide access to MSD housing and employment services,
- **Housing Navigators** who provide wrap around support and connection to suitable social services,
- **Housing Brokers** to assist whanau who are at risk of losing their home or are needing to find a new home,
- **Ready to rent programmes**, which help people to understand their rights and responsibilities as tenants, and
- **Flexible funding** to support whanau with tamariki to meet additional costs they may face in emergency housing.

In addition, the Ministry provides Housing Support Products (HSPs). HSPs were established in 2014. They 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.

Housing Support Products are:

- **Bond Grant:** Assistance for the payment of bond required by landlords, to help obtain and retain housing.
- **Moving Costs Grant:** Assistance for the physical cost of moving furniture, appliances, and personal belongings, to help obtain and move to accommodation.

- **Accommodation Costs in Advance Grant:** Assistance for the payment of rent/accommodation costs in advance required by landlords / accommodation providers, to help obtain housing.
- **Accommodation Costs Arrears Grant:** Assistance towards the payment of rent arrears/overdue accommodation costs, where accommodation is at risk due to arrears, to help retain housing.
- **Tenancy Costs Cover Grant:** Assistance towards the payment of rent arrears/overdue accommodation costs, where accommodation is at risk due to arrears, to help retain housing.
- **Transition to Alternative Housing Grant:** One-off non-recoverable assistance to incentivise clients to move from social housing to alternative housing
- **Accommodation Security Cover Grant:** Assistance to obtain or retain accommodation, by providing assurance to accommodation suppliers that any outstanding accommodation costs will be covered, if owed at the end of the accommodation agreement.

Reviews of the policy settings for HSPs, completed in 2017 and 2021, found that HSPs were constrained in their ability to provide one-off, housing-related financial assistance. HSPs did not always adequately support low-income people to access and sustain housing in the private rental market, or sufficiently support people to move out of emergency, transitional and public housing.

The following improvements have been made:

- making HSPs the primary vehicle for one-off, housing-related assistance (combining housing-related hardship assistance within the Advance Payment of Benefit and Recoverable Assurances Programmes and HSPs)
- moving HSPs to demand-driven appropriation (consistent with the existing hardship assistance appropriation)
- updating eligibility criteria to broaden access to assistance
- updating grant maxima to reflect current rental costs
- increasing grant frequency and duration to reflect varying levels of need

As HSPs are demand driven, there is no budget allocation. However, expenditure on HSPs is reported in the Ministry's Annual Report on page 89: [Annual Report 2025](#).

The Ministry also provides emergency housing to eligible clients. Monthly data on the emergency housing, including the expenditure, ethnicity and number of clients can be found here: [Monthly Housing Reporting - Ministry of Social Development](#) Historical data can be found here: [Monthly Housing Update Reporting Archive - Ministry of Social Development](#). The Government has funded the Ministry's emergency housing support services for two further years through Budget 2024, at a total cost of \$83.477 million.

Clients may also 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. More than \$2billion is spent annually. Data on the Accommodation Supplement can be found here: [Monthly Reporting - Ministry of Social Development](#).

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
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Ministerial and Executive Services