



25 February 2026

Tēnā koe

Official Information Act request

Thank you for your email of 16 February 2026 requesting information about the use of Automated Decision-Making (ADM) for Emergency Housing Grants (EHGs).

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.

- *My request is as follows and limited to*
 - *Only information for Christchurch and*
 - *Only information for the period 1 August 2025 to 16 February 2026 and*
 - *Only for people MSD recorded as "single" and*
 - *Only for decline of emergency housing grant for reasons "need can be met in another way"/"alternative options available"/ and or referral to "City Mission night shelter".*
- *Please provide the data for each day/date (numbers)*
- *Please provide the data recorded for each person of gender/gender identity*
- *Please record if each decision was made by an employee or ADM (automated decision making/computer programme)*

The Ministry does not report on how many EHG's were declined per day. In order to answer this data request, the Ministry would need to create information. As such, your request for this breakdown is refused under section 18(g) of the Act as the information you had requested is not held by the Ministry and I have no grounds to believe that the information is either held by or closely connected to the functions of another department, Minister of the Crown or organisation.

However, we are able to provide you with the numbers of declines on a monthly basis. Please find attached **Appendix One** containing **Table One** showing the number of Emergency Housing declines for single clients in the Christchurch City Territorial Local Authority from 1 August 2025 to 30 November 2025, broken down by decline reason, month and gender.

Unfortunately, due to system issues, we are unable to provide data for the months of December 2025, January and February 2026 at this stage.

Please note, the Ministry does not have a specific decline reason for referrals to a City Mission night shelter. If this is recorded, it is likely to fall in the 'Other' category.

I can also confirm that each decision was made by a Ministry employee.

- *Please provide information when MSD commenced using ADM for emergency housing grants*
- *Please provide internal documents, cabinet minutes, ministerial directions that MSD was permitted to commence using ADM for emergency housing grants.*
- *Please provide verification at what level was permission granted for MSD to use ADM for emergency housing grants eg CEO, board, minister,*

The Ministry does not use ADM for processing EHG's, and I can confirm that this is not currently part of the ADM work we have underway. As such, your request for any information and documents relating to this topic is refused under section 18(e) of the Act as the information does not exist.

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