



26 September 2024

Tēnā koe

### **Official Information Act request**

Thank you for your email of 1 September 2024, requesting information about emergency housing (EH), including opted-in suppliers, occupancy levels, and evidence clients can provide.

I have considered your request under the Official Information Act 1982 (the Act) and decided to grant it in part.

You will find the Ministry's response to each part of your request under the headings below.

1. *What emergency housing was provided in the Wellington Region plus the Horowhenua TLA by providers that had 'opted in' to the MSD standards\* by name of provider, Territorial Local Authority and capacity to provide for children, people with evident mental health problems and others:*
  - a. *On 26 August 2024?*
  - b. *At the date of the response to this OIA request?*

Please refer to **Appendix One** which lists all the opted-in providers in the Wellington and Horowhenua regions. Please note that this list was current as of 9 September 2024.

Your request for the capacity to provide for children, people with evident mental health problems of suppliers in Appendix One 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, suitability of any supplier for each client and their household would be considered by staff on a case-by-case basis.

2. *What was the occupancy of the emergency housing available from the providers in 1 above on 26 August 2024 and at the date of the OIA response, and how many persons were admitted during that period?*

Your request for occupancy of the providers in Appendix One 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.

Territorial Local Authority (TLA) data showing the numbers of persons in EH please refer to the Ministry's public reporting on Housing at the following links:

- For monthly reporting - <https://www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/housing/monthly-housing-reporting.html>
- For quarterly reporting including TLA breakdown - <https://www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/housing/emergency-housing.html>

Your request for the most recent EH data is refused under section 18(d) of the Act as this information will be soon publicly released (for quarter ending September 2024). This information will be published on the links above.

- 3. What types of housing did those who left emergency housing during the period in 2 above move to and what was the frequency for each housing type?*

I am unable to provide you with this information as it is held in notes on individual case files. To provide you with this information, Ministry staff would have to manually review a substantial number of files. 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.

The Ministry is constantly working to improve its ability to track the housing outcomes of those exiting emergency housing and the Social Housing register. While the Ministry's understanding of client outcomes is improving daily, it is unlikely that the Ministry will ever achieve a complete view because individuals are not required to let the Ministry know where they live once they stop receiving assistance or exit the Housing Register.

- 4. What constitutes evidence from the applicant for emergency housing that they have made reasonable efforts to obtain other housing?*

This evidence may include applications for private rental properties, requests to family for assistance, applications for social housing or seeking transitional housing.

If the client cannot provide supporting evidence, and they have given their consent, the Ministry can get this evidence from a third party. This information and how it impacts the client can be shared with the client.

- 5. What rights do applicants have to obtain the assistance of housing brokers when seeking other housing while in emergency housing?*

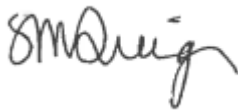
Clients can be referred to a Housing Broker or other support services (e.g. contracted Housing Navigators) by their Case Manager. These support services resources are limited, and a referral can be declined.

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 for information on emergency housing, 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. 

Magnus O'Neill  
**General Manager**  
**Ministerial and Executive Services**