

WPQ 19626 tables:**Table 1: Number of clients who have been declined an Advance Payment of Benefit and number of Advance Payments of Benefit declined from 1 October 2025 to 31 March 2026 by quarter and need type**

Need type	December 2025		March 2026	
	Number of clients	Number of declines	Number of clients	Number of declines
Ambulance Subscription Fee	S	S	S	S
Appliances	489	504	399	414
Attendance at funeral or tangihanga	708	732	696	720
Bedding Advance	408	417	360	369
Beds	750	786	618	633
Burglary Loss	S	S	S	S
Car Repairs	2,547	2,637	2,526	2,607
Chairs	12	12	15	15
Child Car Seat - Purchase	S	S	S	S
Clothing	2,358	2,493	1,929	2,022
Dental Treatment Advance	1,827	1,911	1,785	1,851
Dentures	192	192	213	213
Electricity Assistance	1,044	1,065	879	894
Essential Home Repairs	99	102	108	108
Fire Loss	S	S	0	0
Fridge/Freezer	333	339	318	324
Furniture	711	735	507	513
Gas Assistance	33	36	39	36
Glasses	177	180	201	204
Hearing Aids	90	87	93	90
Other Emergency Payment	7,608	8,334	7,044	7,602
School Fees - Other	45	45	75	75
School Stationery	105	174	483	621
School Uniforms	264	369	786	975
Stranded Travel - Petrol	303	318	270	279
Stranded travel - Other	51	51	33	36
Tables	15	15	15	12
Telephone Installation	S	S	S	S
Washing Machine	267	273	246	258
Water Assistance	96	93	96	99
Cycle Helmet	0	0	S	S
Safety Footwear	0	0	S	S
Tenancy Tribunal fees	0	0	S	S
Total	17,928	21,918	17,343	20,991

Notes:

- To protect confidentiality the Ministry of Social Development uses processes to make it difficult to identify an individual person or entity from published data.
- These data tables have had random rounding to base three applied to all cell counts in the table.
- Random Rounding does not round to zero, a value of one or two will be rounded to three.
- The impact of applying random rounding is that columns and rows may not add exactly to the given column or row totals.
- The published counts will never differ by more than two counts.
- In certain circumstances, low numbers may potentially lead to individuals being identified.
- Due to these privacy concerns, numbers for some categories of clients have been suppressed. Suppressed numbers have been replaced by an 'S'.

Table 2: Number of clients who have been declined an Advance Payment of Benefit and number of Advance Payments of Benefit declined from 1 October 2025 to 31 March 2026 by quarter and gender.

Gender	December 2025		March 2026	
	Number of clients	Number of declines	Number of clients	Number of declines
Diverse	51	60	48	63
Female	10,830	13,185	10,623	12,945
Male	7,050	8,673	6,669	7,986
Total	17,925	21,918	17,343	20,994

Notes:

- This table excludes declines for Emergency Housing Contribution grants.
- From 2 December 2019, the Ministry of Social Development has three options to record a client's or child's gender: Male, Female or Gender Diverse.
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Table 3: Number of Advance Payments of Benefit declined from 1 October 2025 to 31 March 2026, by quarter and ethnicity.

Quarter	Māori	European	Pacific Peoples	Asian	MELAA	Other	Unknown	Total declines
December 2025	11,388	8,283	3,375	696	300	501	933	21,918
March 2026	10,746	8,004	3,276	699	264	456	870	20,994

Notes:

- This is a count of Advance Payment of Benefit grants, not clients. A client can have more than one grant in each time period.
- Ethnicity data is self-identified and multiple ethnicities may be chosen by an individual as fits their preference or self-concept.
- Total response ethnicity means that if a person identifies with more than one ethnic group, they are counted in each applicable group.
- Because a client can choose more than one ethnic response, the total number of ethnic responses will be greater than the number of clients.
- MELAA refers to Middle Eastern, Latin American, and African.
- 'Unknown' is where ethnicity is not recorded. 'Other' is where ethnicities fall outside the reported ethnicities.
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Table 4: Number of clients who have been declined an Advance Payment of Benefit and number of Advance Payments of Benefit declined from 1 October 2025 to 31 March 2026 by quarter and Work and Income office.

Work and Income office	December 2025		March 2026	
	Number of clients	Number of declines	Number of clients	Number of declines
Albany	18	21	21	21
Alexandra	12	12	9	6
Ashburton	27	27	48	51
Avondale	39	39	39	39
Balclutha	33	33	21	21
Blenheim	72	78	87	102
CS Hawkes Bay Unit	57	60	54	63
CS Whanganui Unit	30	36	30	39
Cambridge	24	24	30	39
Central Processing Unit	519	762	813	1,260
Centralised Unit Housing	3	3	3	3
Christchurch Contact Centre	3,525	3,984	2,964	3,264
Clendon	69	84	87	96
Dannevirke	30	33	27	27
Dargaville	18	21	12	12
Dinsdale	90	102	120	135
Due Paid Assessment Team	0	0	3	3
Dunedin Central	57	63	87	90
Dunedin Contact Centre	768	801	654	690
Ellerslie Contact Centre	963	1,029	843	900
Feilding	21	24	27	30
Five Cross Roads	123	141	129	141
Flaxmere	30	33	24	27
Foxton	6	9	12	15
Gisborne	108	123	132	156
Glenfield	66	66	81	93
Glenmall	153	171	114	123
Gore	12	15	12	12
Greerton	63	66	42	51
Greymouth	6	6	12	12
Hamilton Contact Centre	1,797	1,941	1,860	2,004
Hamilton East	66	84	39	42
Hastings Community Link	87	93	87	93

Hawera	54	60	36	36
Helensville	15	18	3	3
Highland Park	24	21	33	36
Hornby	60	72	60	60
Horowhenua	45	45	36	42
Huntly	30	30	54	60
Invercargill	78	81	96	105
Johnsonville	15	18	18	21
Kaikohe	81	84	66	84
Kaitaia	42	48	81	93
Kamo	48	51	42	48
Kapiti	24	30	27	30
Kawakawa	15	18	18	18
Kawerau	21	24	18	18
Kerikeri	39	45	24	24
Kirikiriroa	117	129	99	108
Linwood	129	162	108	117
Lower Hutt	69	78	48	51
Mangere	123	141	144	165
Manukau District	132	153	153	180
Manurewa	120	138	147	159
Marton	6	6	12	15
Matamata	9	21	15	18
Morrinsville	27	33	24	24
Mosgiel	21	24	21	24
Motueka	18	18	21	24
Mount Maunganui	69	75	69	75
Mt Albert	48	54	51	51
Mt Eden	27	27	21	21
Naenae	48	54	63	72
Napier	135	159	138	159
National Office	3	3	3	3
Nelson	48	57	36	36
New Brighton	102	126	114	135
New Lynn	48	60	51	51
New Plymouth	87	93	81	93
Newtown	42	45	54	57
Ngaruawahia	30	36	36	42
Oamaru	9	9	18	18
Onehunga	54	60	48	54
Opotiki	39	45	39	45
Orewa	54	57	57	60
Otahuhu	72	81	63	69
Otaki	9	9	6	9

Otara	51	60	72	75
Paeroa	18	18	21	21
Palmerston North	237	279	270	315
Papakura	177	204	147	162
Papanui	102	117	102	111
Papatoetoe	114	129	126	144
Porirua	60	63	30	30
Pukekohe	60	66	60	69
Queen Street	81	87	84	93
Queenstown	6	6	6	3
Rangiora	51	63	57	60
Remote Client Unit	18	57	21	33
Riccarton	120	141	69	78
Richmond	21	27	30	27
Rotorua	183	213	207	240
Ruatoria	6	6	9	12
Seniors Support Centre	1,239	1,320	1,197	1,293
Shirley	60	66	33	36
Specialised Processing Srv WLG	72	75	177	195
Staff Assistance Unit	3	3	3	3
Stratford	12	12	21	24
StudyLink Processing Centre	894	963	534	558
Sydenham	93	99	111	135
Taihape	18	24	18	21
Takapuna	42	45	57	60
Tamaki	57	66	45	51
Taumarunui	12	15	18	18
Taupo	48	51	57	60
Tauranga	27	30	48	51
Te Awamutu	42	48	60	66
Te Kaika	39	45	39	42
Te Kuiti	30	36	30	30
Te Puke	69	78	48	48
Thames	42	51	39	39
Three Kings	69	75	75	90
Timaru	45	51	33	39
Tokoroa	60	63	69	75
Upper Hutt	36	42	33	33
Waihi	18	21	9	9
Wainuiomata	15	15	27	33
Waipukurau	27	30	24	21
Wairarapa	42	48	36	36
Wairoa	27	30	27	30

Waitakere	162	180	153	168
Waitakere Contact Centre	1,596	1,710	1,470	1,602
Waitara	21	24	21	21
Waiuku	21	21	12	12
Warkworth	15	18	21	21
Wellington	60	63	45	51
Wellington Contact Centre	1,764	1,896	1,692	1,821
Westgate	120	129	51	54
Westport	9	9	12	15
Whakatane	24	30	36	39
Whanganui	93	111	90	99
Whangarei Central	138	153	129	144
Youth Service Support Unit	60	66	84	99
Total	17,928	21,918	17,340	20,994

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Table 5: Number of clients who have been declined an Advance Payment of Benefit and number of Advance Payments of benefit declined from 1 October 2025 to 31 March 2026 by quarter and reason for decline.

Reason for decline	December 2025		March 2026	
	Number of clients	Number of declines	Number of clients	Number of declines
A bond refund will be available to cover this cost	S	S	9	6
Already had a rent arrears payment in the last 52 weeks	24	24	30	30
Already received help for same/similar need in the past	2,172	2,481	1,923	2,181
Application not lodged within 12 months	S	S	S	S
Cash assets/Income exceed limit	1,323	1,395	1,371	1,464
Circumstances could have been reasonably foreseen	1,851	1,920	1,695	1,794
Cost of funeral- unveiling or koha must be met by client	39	36	27	24
Did not participate in budgeting	336	351	276	294
Does not meet all the criteria (rural sector S/down)	114	117	105	108
Lack of Representation	1,011	1,152	1,137	1,359
Landlord is not likely to continue the tenancy	S	9	S	S
More than 1 person applied to meet the same expense	S	S	S	S
No dependent children (Strike S/down)	S	S	S	S
Not Applicable	210	234	213	228
Not a compulsory school fee (e.g. school camps etc)	9	6	12	12
Not a long term patient (re establishment costs)	S	S	0	0
Not a qualifying need	3,504	3,735	3,411	3,612
Not a qualifying relative (funeral - travel costs)	399	405	429	435
Not a signatory on the tenancy agreement	S	S	6	6
Not an economic purchase	765	840	774	831
Not an emergency situation	792	828	699	729
Not an essential need	1,911	2,061	1,500	1,575
Not at risk of losing the tenancy	36	39	30	30
Not likely to sustain the tenancy	15	15	18	21
Not supported by appropriate agency (e.g. Woman's Refuge)	S	S	S	S
Other	1,008	1,107	1,272	1,443
Outstanding balance exceeds 6 week limit	138	156	81	102
Qualifies for Disability Allowance	9	9	12	9

Qualifies for a Recoverable Assistance Payment	6	9	6	9
Qualifies for a non-recoverable SNG	24	21	36	36
Qualifies for an advance	S	S	S	S
Reasonable steps have not been taken to find alternative housing	S	S	S	S
Sufficient financial resource	258	276	285	306
The accommodation is not likely to be retained	S	S	S	S
The claim was not made within 3 months from the end of the tenancy	0	0	S	S
The need can be met in another way	2,832	3,066	2,613	2,793
The required supporting evidence has not been provided	126	138	126	135
The residency criteria for this grant has not been met	6	6	12	12
The tenancy is not likely to be obtained	0	0	S	S
There is no risk of losing the accommodation	9	9	6	6
Two previous grants of this kind have already been approved in the last 52 weeks	45	42	48	51
You are currently on a 13-week non-entitlement period for a benefit	S	S	S	S
You are on a non-entitlement for emergency housing	S	S	0	0
You declined adequate accommodation that is opted-in to the supplier standards, and you are not eligible for not opted-in accommodation	S	S	0	0
You did not agree to meet the responsibilities of this grant	24	24	15	18
You do not agree that you are liable for the costs claimed	S	S	S	S
You do not have an immediate need	714	744	678	711
You have caused or contributed to your immediate need	585	618	537	582
Your main benefit is currently reduced or suspended under a sanction for failing to meet your work obligations	12	12	12	12
Total	17,928	21,915	17,343	20,994

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