

WPQ 54708 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 July 2025 to 31 October 2025 by quarter and need type

Need type	September 2025		December 2025 (up to October 2025)	
	Number of clients	Number of declines	Number of clients	Number of declines
Ambulance Subscription Fee	S	S	S	S
Appliances	579	597	165	165
Attendance at funeral or tangihanga	849	876	264	267
Bedding Advance	543	555	141	144
Beds	759	780	240	249
Burglary Loss	S	S	S	S
Car Repairs	2,883	2,985	933	954
Chairs	15	15	S	S
Clothing	2,271	2,409	729	735
Contact Lenses	S	S	0	0
Dental Treatment Advance	2,067	2,148	675	690
Dentures	249	249	78	78
Electricity Assistance	1,248	1,287	405	408
Essential Home Repairs	99	99	42	42
Fire Loss	S	S	0	0
Fridge/Freezer	291	291	99	99
Furniture	720	738	252	261
Gas Assistance	36	39	18	18
Glasses	267	270	60	60
Hearing Aids	90	93	27	27
Other Emergency Payment	7,968	8,772	2,751	2,859
Safety Footwear	S	S	0	0
School Fees - Other	33	30	15	15
School Stationery	84	105	36	51
School Uniforms	237	294	108	129
Stranded Travel - Petrol	336	351	123	123
Stranded travel - Other	57	57	18	18
Tables	9	12	S	S
Washing Machine	279	282	102	102
Water Assistance	69	69	27	27
Child Car Seat - Purchase	0	0	S	S
Telephone Installation	0	0	S	S
Total	19,182	23,406	6,630	7,524

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 Suppressed numbers have been replaced by an 'S'.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 July 2025 to 31 October 2025 by quarter and gender

Quarter ending	Female		Diverse		Male		Total	
	Number of clients	Number of declines	Number of clients	Number of declines	Number of clients	Number of declines	Number of clients	Number of declines
September 2025	11,538	14,025	48	60	7,599	9,321	19,185	23,409
December 2025 (up to October 2025)	4,017	4,521	15	15	2,598	2,988	6,630	7,524

Notes:

- This table excludes declines for Emergency Housing 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 July 2025 to 31 October 2025 by quarter and ethnicity

Quarter ending	Māori	European	Pacific Peoples	Asian	MELAA	Other	Unknown	Total declines
September 2025	12,159	9,057	3,507	783	318	549	942	23,409
December 2025 (up to October 2025)	3,891	2,883	1,131	252	90	156	324	7,524

Notes:

- This table excludes declines for Emergency Housing grants.
- 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 July 2025 to 31 October 2025 by quarter and Work and Income office

Work and Income office	September 2025		December 2025 (up to October 2025)	
	Number of clients	Number of declines	Number of clients	Number of declines
Albany	15	18	6	6
Alexandra	15	15	9	9
Ashburton	18	21	6	6
Avondale	27	30	12	12
Balclutha	24	24	9	12
Blenheim	69	81	18	18
CS Hawkes Bay Unit	51	57	24	27
CS Whanganui Unit	33	33	9	12
Cambridge	15	21	9	6
Central Processing Unit	432	537	180	228
Centralised Unit Housing	12	12	0	0
Christchurch Contact Centre	3,615	4,089	1,242	1,371
Clendon	75	84	21	24
Dannevirke	33	36	12	12
Dargaville	15	15	6	9

Dinsdale	81	93	27	27
Dunedin Central	54	60	18	18
Dunedin Contact Centre	978	1,017	267	276
Ellerslie Contact Centre	921	984	312	330
Feilding	33	36	9	9
Five Cross Roads	93	102	36	39
Flaxmere	27	33	15	15
Foxton	9	9	3	3
Gisborne	114	129	42	48
Glenfield	48	54	12	12
Glenmall	126	144	57	66
Gore	9	12	3	6
Greerton	69	75	24	27
Greymouth	18	18	3	3
Hamilton Contact Centre	2,160	2,343	612	642
Hamilton East	48	54	27	30
Hastings Community Link	90	96	21	21
Hawera	57	63	15	18
Helensville	9	9	6	6
Highland Park	36	36	6	3
Hornby	99	111	12	15
Horowhenua	39	42	18	18
Huntly	36	39	9	6
Invercargill	105	114	27	27
Johnsonville	21	21	6	6
Kaikohe	72	72	30	33
Kaitia	48	51	9	9
Kamo	57	63	24	24
Kapiti	27	30	15	15
Kawakawa	30	33	9	9
Kawerau	18	24	6	6
Kerikeri	30	30	12	12
Kirikiriroa	108	126	39	42
Linwood	108	123	33	39
Lower Hutt	60	63	12	18
Mangere	150	168	36	36
Manukau District	129	144	45	54
Manurewa	144	162	42	45
Marton	12	12	3	3
Matamata	6	12	6	9
Morrinsville	24	24	12	15
Mosgiel	18	21	6	6
Motueka	24	24	3	6
Mount Maunganui	78	84	27	30
Mt Albert	42	45	12	15

Mt Eden	30	39	9	12
Naenae	27	30	18	18
Napier	123	135	42	51
National Office	6	6	0	0
Nelson	54	57	12	12
New Brighton	90	108	39	45
New Lynn	87	96	18	27
New Plymouth	72	87	21	21
Newtown	48	57	18	18
Ngaruawahia	45	45	9	15
Oamaru	6	6	6	6
Onehunga	54	60	12	12
Opotiki	30	33	15	18
Orewa	63	69	18	18
Otahuhu	90	93	21	21
Otaki	3	6	6	6
Otara	45	54	21	24
Paeroa	15	15	3	3
Palmerston North	261	309	87	102
Papakura	186	207	75	84
Papanui	102	117	42	45
Papatoetoe	138	156	42	45
Porirua	63	72	21	24
Pukekohe	51	60	18	24
Queen Street	63	69	24	24
Queenstown	3	3	3	3
Rangiora	51	57	12	15
Remote Client Unit	21	42	6	9
Riccarton	129	159	51	54
Richmond	24	24	6	6
Rotorua	225	252	60	66
Ruatoria	3	6	3	3
Seniors Support Centre	1,281	1,386	450	483
Shirley	72	84	27	27
Specialised Processing Srv WLG	84	93	27	30
Staff Assistance Unit	6	6	0	0
Stratford	12	12	6	6
StudyLink Processing Centre	1,086	1,167	330	351
Sydenham	72	75	30	33
Taihape	27	30	9	9
Takapuna	54	60	15	15
Tamaki	63	72	21	27
Taumarunui	30	36	3	3
Taupo	51	57	18	21

Tauranga	39	42	6	3
Te Awamutu	48	54	12	12
Te Kaika	36	39	18	21
Te Kuiti	18	18	6	6
Te Puke	42	45	21	24
Thames	51	57	18	18
Three Kings	81	90	27	30
Timaru	66	72	18	21
Tokoroa	63	75	15	15
Upper Hutt	39	39	12	15
Waihi	12	12	12	18
Wainuiomata	42	45	3	3
Waipukurau	21	24	12	15
Wairarapa	42	48	12	18
Wairoa	24	27	6	6
Waitakere	171	192	57	63
Waitakere Contact Centre	2,001	2,154	591	630
Waitara	18	18	12	15
Waiuku	27	30	6	6
Warkworth	18	18	3	6
Wellington	84	93	24	27
Wellington Contact Centre	1,749	1,902	639	684
Westgate	150	177	54	60
Westport	33	33	3	3
Whakatane	36	39	9	9
Whanganui	93	108	39	42
Whangarei Central	153	171	57	57
Youth Service Support Unit	84	93	24	27
Total	19,182	23,409	6,630	7,524

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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 July 2025 to 31 October 2025 by quarter and reason for decline

Reason for decline	September 2025		December 2025 (up to October 2025)	
	Number of clients	Number of declines	Number of clients	Number of declines
A bond refund will be available to cover this cost	S	S	0	0
A previous Tenancy Costs Cover is still active	S	S	0	0
Already had a rent arrears payment in the last 52 weeks	39	39	9	9
Already received help for same/similar need in the past	2,355	2,688	741	819
Application not lodged within 12 months	S	S	S	S
Cash assets/Income exceed limit	1,614	1,725	486	516
Circumstances could have been reasonably foreseen	1,923	2,013	612	630
Cost of funeral- unveiling or koha must be met by client	21	21	9	12
Did not participate in budgeting	396	423	126	129
Does not meet all the criteria (rural sector S/down)	123	123	48	51
Lack of Representation	1,020	1,101	354	390
Landlord is not likely to continue the tenancy	S	S	S	S
More than 1 person applied to meet the same expense	S	S	0	0
No dependent children (Strike S/down)	S	S	0	0
Not Applicable	252	261	72	87
Not a compulsory school fee (e.g. school camps etc)	12	9	S	S
Not a long term patient (re establishment costs)	S	S	0	0
Not a qualifying need	3,792	4,038	1,236	1,290
Not a qualifying relative (funeral - travel costs)	501	507	144	147
Not a signatory on the tenancy agreement	6	6	0	0
Not an economic purchase	849	915	258	279
Not an emergency situation	906	933	288	297
Not an essential need	1,899	2,028	657	696
Not at risk of losing the tenancy	39	39	15	12
Not likely to sustain the tenancy	9	12	S	S
Other	1,026	1,101	327	345
Outstanding balance exceeds 6 week limit	123	147	54	57
Qualifies for Disability Allowance	9	9	S	S
Qualifies for Regional Health Area	S	S	0	0
Qualifies for SP BFT/TAS	S	S	0	0
Qualifies for a Recoverable Assistance Payment	S	S	S	S
Qualifies for a non-recoverable SNG	18	18	6	6
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	342	372	78	81
The accommodation is not likely to be retained	9	6	S	S
The need can be met in another way	3,171	3,432	1,056	1,134
The required supporting evidence has not been provided	117	120	51	51

The residency criteria for this grant has not been met	S	6	S	S
There is no risk of losing the accommodation	9	9	S	S
Two previous grants of this kind have already been approved in the last 52 weeks	51	51	9	12
You did not agree to meet the responsibilities of this grant	27	27	9	6
You do not agree that you are liable for the costs claimed	S	S	S	S
You do not have an immediate need	630	663	231	243
You have caused or contributed to your immediate need	486	501	195	204
Your main benefit is currently reduced or suspended under a sanction for failing to meet your work obligations	12	12	S	S
Not supported by appropriate agency (e.g. Woman's Refuge)	0	0	S	S
You are on a non-entitlement for emergency housing	0	0	S	S
You declined adequate accommodation that is opted-in to the supplier standards, and you are not eligible for not opted-in accommodation	0	0	S	S
Total	19,182	23,409	6,630	7,527

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