

WPQ 19624 tables:**Table 1: Number of clients who have been declined a Special Needs Grant and number of Special Needs Grants 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
Accompanying Medical Treatment Overseas	S	S	0	0
Ambulance Fees (Non Subscription)	24	24	21	21
Assistance during an initial stand down and/or application process	174	177	117	120
Assistance during non-entitlement period (Voluntary Unemployment)	S	S	0	0
Bedding SNG	408	417	363	372
Car Impound Fee	60	60	69	66
Dental Treatment SNG	1,824	1,911	1,782	1,851
Domestic Violence	S	S	S	S
Drivers Licence New	93	93	90	93
Drivers Licence Renewal	72	72	69	69
Effluent treatment system	9	12	6	9
Emergency Housing	1,809	1,929	1,980	2,139
Emergency Medical Equipment	12	12	12	12
Emergency Medical Treatment (fees)	81	84	90	96
Emergency Medical Treatment (prescription charges)	15	15	9	9
Food	19,800	24,114	16,581	19,803
HSP (non-RTA) Accommodation Costs Arrears Grant	108	111	111	114
HSP (non-RTA) Accommodation Costs in Advance Grant	69	72	54	54
HSP (non-RTA) Accommodation Moving Costs Grant	45	48	30	30
HSP (non-RTA) Accommodation Security Cover Grant	18	15	9	9
HSP Bond Grant	711	726	723	732
HSP Moving Costs Grant	108	111	120	123
HSP Rent Arrears Grant	1,206	1,239	1,182	1,239
HSP Rent in Advance Grant	498	504	486	492
HSP Tenancy Costs Cover	6	6	S	S
HSP Transition to Alternative Housing Grant	27	27	36	36
Health Travel Costs Client Only (Non-Recoverable)	21	21	12	12
Health Travel Costs Client Only (Recoverable)	30	33	27	27
Health Travel Costs with attendant (Non-Recoverable)	6	6	S	S

Health Travel Costs with attendant (Recoverable)	S	S	S	S
Limited Licence Legal Fee	S	S	0	0
Other Emergency Grants	195	201	204	204
Re-establishment Grant - Transition from care to independence (Accommodation)	S	S	S	S
Re-establishment Grant - Transition from care to independence (Other)	S	S	S	S
Re-establishment Long Term Patient (Accommodation)	S	S	0	0
Re-establishment Refugee (Accommodation)	S	S	0	0
Re-establishment Refugee (Other)	9	12	12	12
Re-establishment Sole Parent (Accommodation)	S	S	S	S
Re-establishment Sole Parent (Other)	S	S	S	S
Relocate for Work Support	30	30	45	45
Seasonal Work Assistance	99	114	54	60
Security Deposit Claim	33	33	30	27
Steps to freedom	27	27	18	18
Student Allowance Transfer Grant	123	126	33	33
Transfer to NZ Super	30	30	39	39
Vasectomy Accommodation	S	S	0	0
Vasectomy Surgery only	S	S	S	S
Vasectomy Travel	S	S	0	0
Water Tank Refill	33	33	24	27
Limited Licence Cost Fee	0	0	S	S
NET Payment	0	0	S	S
Re-establishment Long Term Patient (Other)	0	0	S	S
Total	26,154	32,472	22,905	28,020

Notes:

- This table excludes declines for Emergency Housing Contribution grants.
- 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 a Special Needs Grant and number of Special Needs Grants 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	93	117	81	96
Female	15,048	18,591	13,383	16,356
Male	11,013	13,764	9,444	11,568
Total	26,154	32,472	22,905	28,020

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 Special Needs Grants 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	15,645	12,465	5,580	1,194	609	843	1,479	32,472
March 2026	13,332	10,470	4,971	1,050	552	738	1,398	28,020

Notes:

- This table excludes declines for Emergency Housing Contribution grants.
- 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 a Special Needs Grant and number of Special Needs grants 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	57	63	42	48
Alexandra	12	15	6	6
Ashburton	42	45	54	63
Avondale	63	66	51	57
Balclutha	27	27	21	24
Blenheim	54	63	57	66
CS Hawkes Bay Unit	84	90	72	78
CS Whanganui Unit	42	45	45	51
Cambridge	30	30	30	33
Central Processing Unit	333	393	264	300
Centralised Unit Housing	12	12	9	9
Christchurch Contact Centre	5,358	5,736	4,332	4,659
Clendon	72	87	75	87
Dannevirke	21	30	24	27
Dargaville	18	21	18	18
Dinsdale	135	147	141	156
Due Paid Assessment Team	3	3	3	3
Dunedin Central	69	75	75	84
Dunedin Contact Centre	1,575	1,632	1,179	1,212
Ellerslie Contact Centre	2,130	2,214	1,872	1,935
Feilding	27	39	24	30
Five Cross Roads	156	174	186	201
Flaxmere	51	57	33	39
Foxton	6	6	6	12
Gisborne	168	192	213	246
Glenfield	72	78	105	117
Glenmall	138	159	123	147
Gore	12	12	9	9
Greerton	36	42	39	45
Greymouth	12	15	9	9
Hamilton Contact Centre	2,808	2,976	2,514	2,652
Hamilton East	108	117	93	99
Hastings Community Link	123	129	186	213
Hawera	30	30	27	33
Helensville	21	24	3	3
Highland Park	42	42	60	60

IN-CONFIDENCE

Hornby	60	66	66	69
Horowhenua	36	45	21	30
Housing Processing Wellington	0	0	3	3
Huntly	63	72	42	48
Invercargill	105	120	105	123
Johnsonville	15	18	21	21
Kaikohe	72	81	60	72
Kaitaia	39	42	66	84
Kamo	33	39	30	33
Kapiti	24	27	27	36
Kawakawa	27	27	24	27
Kawerau	15	15	15	21
Kerikeri	57	63	39	45
Kirikiriroa	234	261	198	222
Linwood	141	162	159	171
Lower Hutt	90	102	54	60
Mangere	168	180	159	171
Manukau District	108	123	132	150
Manurewa	114	132	102	120
Marton	6	6	12	18
Matamata	9	15	15	15
Morrinsville	24	27	21	24
Mosgiel	36	42	18	21
Motueka	24	24	18	21
Mount Maunganui	57	69	51	57
Mt Albert	66	72	66	72
Mt Eden	33	39	33	36
Naenae	48	57	42	51
Napier	186	204	186	213
National Office	6	6	0	0
Nelson	42	42	33	33
New Brighton	132	159	135	156
New Lynn	60	60	78	84
New Plymouth	87	105	81	93
Newtown	126	144	111	120
Ngaruawahia	21	24	30	33
Oamaru	9	6	12	15
Onehunga	87	96	123	132
Opotiki	48	54	27	30
Orewa	57	60	48	57
Otahuhu	96	108	102	111
Otaki	6	6	6	6
Otara	48	51	69	75
Paeroa	18	21	27	30

Palmerston North	216	261	240	282
Papakura	138	150	147	165
Papanui	105	129	108	138
Papatoetoe	141	165	141	153
Porirua	60	66	36	36
Pukekohe	45	48	39	42
Queen Street	105	117	114	129
Queenstown	9	9	9	12
Rangiora	45	51	51	60
Remote Client Unit	18	45	15	30
Riccarton	123	144	78	84
Richmond	24	27	30	36
Rotorua	156	189	150	171
Ruatoria	3	6	6	6
Seniors Support Centre	2,436	2,574	2,052	2,145
Shirley	72	78	51	54
Specialised Processing Srv WLG	42	42	57	57
Staff Assistance Unit	21	27	18	15
Stratford	15	18	6	9
StudyLink Processing Centre	2,103	2,190	1,236	1,278
Sydenham	93	111	126	138
Taihape	15	18	9	9
Takapuna	51	54	63	69
Tamaki	42	45	48	51
Taumarunui	9	6	12	15
Taupo	51	60	54	60
Tauranga	33	39	36	45
Te Awamutu	45	51	57	63
Te Kaika	39	42	30	33
Te Kuiti	9	12	12	12
Te Puke	54	60	45	51
Thames	33	39	24	24
Three Kings	105	114	102	114
Timaru	33	33	21	24
Tokoroa	54	63	57	69
Upper Hutt	45	54	30	30
Waihi	9	9	9	9
Wainuiomata	15	12	12	12
Waipukurau	36	51	36	42
Wairarapa	30	36	30	36
Wairoa	15	15	24	27
Waitakere	264	300	285	312
Waitakere Contact Centre	2,964	3,102	2,583	2,718

Waitara	15	15	24	24
Waiuku	24	33	15	12
Warkworth	21	24	18	21
Wellington	66	72	66	72
Wellington Contact Centre	2,919	3,075	2,499	2,607
Westgate	129	147	81	93
Westport	18	21	12	12
Whakatane	36	42	57	60
Whanganui	117	132	105	120
Whangarei Central	195	219	198	228
Youth Service Support Unit	69	72	63	69
Total	26,154	32,472	22,908	28,023

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Table 5: Number of clients who have been declined a Special Needs grant and number of Special Needs Grants 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 of 4 weeks' rent was not paid	S	S	S	S
A bond refund will be available to cover this cost	24	27	21	24
A previous Tenancy Costs Cover is still active	S	S	S	S
Already had a rent arrears payment in the last 52 weeks	138	141	144	150
Already received help for same/similar need in the past	2,088	2,256	1,809	1,944
Application not lodged within 12 months	S	S	0	0
Cash assets/Income exceed limit	2,334	2,511	2,229	2,400
Circumstances could have been reasonably foreseen	5,178	5,559	4,251	4,500
Cost of funeral- unveiling or koha must be met by client	45	45	36	36
Did not participate in budgeting	1,092	1,125	765	777
Does not meet all the criteria (rural sector S/down)	99	102	78	81
Lack of Representation	2,520	2,697	2,016	2,142
Landlord is not likely to continue the tenancy	27	27	45	45
More than 1 person applied to meet the same expense	6	6	S	S
No dependent children (Strike S/down)	12	12	12	12
Not Applicable	309	318	330	345
Not a compulsory school fee (e.g. school camps etc)	S	S	S	S
Not a long term patient (re establishment costs)	S	S	0	0
Not a qualifying need	3,546	3,717	2,922	3,057
Not a qualifying relative (funeral - travel costs)	15	15	15	15
Not a signatory on the tenancy agreement	27	33	24	30
Not an economic purchase	255	300	210	264
Not an emergency situation	858	870	720	747
Not an essential need	774	798	594	606
Not at risk of losing the tenancy	132	132	105	105
Not likely to sustain the tenancy	312	447	330	483
Not supported by appropriate agency (e.g. Woman's Refuge)	S	S	S	S
Other	1,500	1,587	1,413	1,482
Outstanding balance exceeds 6 week limit	42	42	48	51
Qualifies for Disability Allowance	S	S	S	S
Qualifies for Regional Health Area	S	S	S	S
Qualifies for SP BFT/TAS	0	0	S	S

Qualifies for a Recoverable Assistance Payment	9	6	12	9
Qualifies for a non-recoverable SNG	12	12	15	15
Qualifies for an advance	18	18	24	24
Reasonable steps have not been taken to find alternative housing	117	117	96	96
Security Deposit - Claim is not reasonable / actual / for	6	6	6	6
Security Deposit - Client does not agree to the claim	15	18	S	S
Security Deposit - The claim form and/or invoice provided	0	0	S	S
Security Deposit - The pre-approved amount has already been fully claimed	S	S	S	S
Sufficient financial resource	456	468	423	432
The accommodation is not likely to be retained	66	84	72	93
The accommodation supplier does not require accommodation	S	S	S	S
The claim for costs was not made within 3 months after the end of the accommodation agreement	S	S	15	12
The claim was not made within 3 months from the end of the tenancy	S	S	S	S
The need can be met in another way	4,170	4,362	3,630	3,804
The required supporting evidence has not been provided	291	306	213	219
The residency criteria for this grant has not been met	15	18	18	18
The tenancy is not likely to be obtained	27	30	18	27
The tenancy was terminated more than 24 months after start of the tenancy	0	0	S	S
There is no risk of losing the accommodation	45	45	36	39
There is not difficulty with obtaining alternative housing	60	57	72	75
Two previous grants of this kind have already been approved in the last 52 weeks	24	24	30	33
You are currently on a 13-week non-entitlement period for a benefit	24	24	36	42
You are on a non-entitlement for emergency housing	S	S	12	15
You declined adequate accommodation that is opted-in to the supplier standards, and you are not eligible for not opted-in accommodation	S	S	S	S
You did not agree to meet the responsibilities of this grant	30	30	24	21
You do not agree that you are liable for the costs claimed	S	S	S	S
You do not have an immediate need	657	672	594	612
You have caused or contributed to your immediate need	3,033	3,189	2,835	2,970
Your main benefit is currently reduced or suspended under a sanction for failing to meet your work obligations	162	168	123	123
Total	26,154	32,472	22,905	28,020

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