

Entry Point Survey—Phase Three Research Report

June 2026

Research led by University of Otago He Kāinga Oranga – Housing and Health Research



Phase Three providers: Comcare Trust, Christchurch Methodist Mission, Auckland City Mission Te Tāpui Atawhai, Downtown Community Ministry, De Paul House, LinkPeople, Lifewise, Visionwest Waka Whakakitenga.



*Supported by
Housing First Auckland Backbone*



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Research lead

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Phase Three providers

Setting up the research at organisational level, training frontline staff, gathering the data at first entry point and supplying data for collation relied on the willingness and support of team leaders, data and policy leads and frontline staff across each of the participating providers – Christchurch Methodist Mission (Christchurch and Blenheim services), Comcare Trust, Auckland City Mission Te Tāpui Atawhai, Downtown Community Ministry, De Paul House, Lifewise, LinkPeople and Visionwest Waka Whakakitenga. Ngā mihi nui ki a koutou.

Communications and data support

The Housing First Auckland Backbone team led communications, additional technical support for providers, facilitated check ins, collated the data sets, conducted data analysis and prepared this report.

The National Homelessness Data Project taskforce extends heartfelt gratitude to all participating providers, researchers, supporting organisations and their dedicated staff who contributed to the Phase Three Entry Point Survey. Despite the ongoing pressures facing frontline services, the absence of funding for data collection at the frontline, and the challenges of integrating new data collection processes into already demanding workflows; participating organisations, researchers and providers show an unwavering commitment to coordinated evidence-based advocacy for the homelessness sector.

Together we continue to value the role of robust data in our collective efforts to address homelessness across Aotearoa.

Executive summary

Between 9 February and 17 April 2026, 1166 people first contacted providers for housing support (five providers were based in Auckland, one in Wellington and two in the South Island). Participants were invited to complete an Entry Point Survey when they initially sought help from service providers. The Phase Three study builds on earlier successful [Pilot](#) and [Phase Two](#) research in 2025.

The research was designed to address sector concerns about data gaps and policy impacts arising from the government's targets and rapid reduction in emergency housing that began in August 2024. It also serves as a response to the current government's call for evidence of homelessness trends, data gaps and system impacts.

Key demographics: Phase Three results reveal that those seeking support for homelessness were predominantly working-age adults –84% were aged 25 to 64 years which was consistent with the Pilot and Phase Two. People aged 45–54 and 55–64 years showed increasing proportions of homelessness over time, with the most marked increase among those aged 45–54 years, rising from 13.2% in the Pilot to 25.0% in Phase Three. Māori remain significantly overrepresented at 46.3% of participants despite representing only 17% of the general New Zealand population. Female participation remains below the estimated 50% national average, likely reflecting barriers that keep women's homelessness less visible.

Current housing crisis: In Phase Three almost one third (31%) of participants were unsheltered (sleeping rough or in cars/tents), while 21% were temporarily staying with friends or family following a similar pattern to the Pilot and Phase Two. Participants use of government funded housing support continued to be critically low, with only 5% in emergency housing and 1.6% in transitional housing. The total number of tenure types experienced by people generally decreased from the Pilot to Phase Three. However, over a third of the sample (38.7%) had two or more tenure types in the last 12 months and around 17% had 3 or more tenures. Adults aged 25–34 and 35–44 years consistently experienced the highest number of tenures and therefore the greatest tenure complexity.

Engagement with WINZ: From the Pilot to Phase Three the proportions of participants who had emergency or transitional housing declined, stayed in emergency or transitional housing, or were currently on the public housing register decreased. In addition, the proportion of participants who had discussions about housing support also decreased. These trends are concerning as they indicate worse access to pathways out of homelessness and into stable housing.

Although still low, satisfaction ratings with WINZ increased from 4.02 out of 10 in the Pilot to 4.71 in Phase Three. Being declined emergency or transitional housing was associated with a 1.9 point lower satisfaction rating across all the surveys. Being on the public housing register was associated with higher satisfaction ratings with WINZ.

Phase Three data support the anecdotal evidence that people are increasingly avoiding WINZ engagement.

In Phase Three 11.5% of participants had received a 90-day notice and 4.9% had received a 'Move-On' order in the last 12 months.¹

Critical correlations and risk factors: Statistical analysis reveals several significant relationships that warrant urgent attention. Across all the research phases, people who had stayed in emergency or transitional housing (1.21 more tenures) or had previously experienced unsheltered homelessness (1.14) had substantially more housing tenures.

Other factors less consistently associated with increased housing tenures include, having emergency or transitional housing declined, having discussions about housing support, being of Māori identity and receiving a 90-day notice (only for Phase Three).

Previous homelessness was the strongest predictor of current homelessness across all research phases. People who had previously experienced homelessness had over **ten** times higher odds of being currently homeless. People who had been declined emergency or transitional housing had higher odds of current homelessness with significant effects observed in Phase Two and Phase Three.

People who stayed in emergency or transitional housing had lower odds of current homelessness overall, although this association was only statistically significant in Phase Three suggesting that access to these supports has some protective effect.

Implications: The findings from Phase Three highlight several major concerns:

- The high number of people contacting a small number of providers over a short time for housing support indicating a high level of housing need in the community.
- The persistent and potentially cumulative effect of prior homelessness on future housing insecurity.
- The declining access to formal housing supports, indicating a deepening crisis requiring urgent systemic intervention.

These patterns signal the importance of investment in the prevention of homelessness and early intervention so that periods of homelessness do not become a recurring

¹ These were new questions in Phase Three.

pattern in people's lives. The evidence is clear both internationally and locally—the most effective solution to homelessness is to provide permanent housing and support.

Limiting access to housing support actively contributes to ongoing homelessness, while even imperfect housing supports can interrupt the cycle of instability. The over-representation of Māori participants reinforces the critical need for equitable Tiriti-based solutions that uphold the mana of Māori whānau (Ombler et al. 2026).

As homelessness rates rise across Aotearoa and more individuals and whānau seek help from housing providers, understanding their needs and service experiences continues to be critical. Phase Four of this research, planned for July to September 2026, will further strengthen the evidence base needed to inform policy and improve service delivery for people experiencing homelessness.

Introduction

The Entry Point Survey research was designed to measure and monitor housing distress following the government's implementation of policy changes and tightening of emergency housing since July 2024. This research continues to be one of the three main workstreams of the National Homelessness Data Project (NHDP), which is supported by Housing First Auckland Backbone, under the guidance of a taskforce of leaders and researchers from across Aotearoa's housing and homelessness sector: Kāhui Tū Kaha, Christchurch Methodist Mission, the Salvation Army, Wellington City Mission, DCM (Downtown Community Ministry), Community Housing Aotearoa (CHA), and the University of Otago.

Background

Comprehensive, coordinated and consistent data plays a critical role in sector advocacy efforts – without it our case for change and better resourcing is weak.

With currently available data sources (i.e. Census data) failing to provide timely insights on the changing nature of homelessness and impacts of policy changes, the sector has an important role to play in data collection. Given the current existential threat that the Census faces, it is our responsibility to take leadership and act with foresight to establish credible and sustainable data and evidence processes.

In August 2024 the Government tightened access to emergency housing, resulting in significant reductions in Emergency Housing Special Needs Grants (EHSNG).

While the Entry Point Pilot (10 February to 17 April 2025) validated provider concerns about increasing hardship and difficulties accessing government support and proved that many people experiencing homelessness faced repeated rejections from emergency housing while cycling through multiple unstable housing situations, further data collection was needed to understand whether these trends continued or had changed.

The Phase Two research (1 July to 15 September 2025) followed closely after the Pilot research to monitor ongoing data trends and identify any seasonal variations and impacts over the winter period. Phase Three was conducted over late summer and early autumn.

As we evolve this research together as a sector, we maintain the necessary control of data collection and reporting processes to preserve data sovereignty and ensure the facts are reported and shared. The findings from this research are an accurate reflection of frontline realities – we are committed to sourcing the facts, presenting the reality to key decision makers and seeking partnership approaches to address any gaps and concerning trends identified.

For our advocacy to be taken seriously by government agencies, funders, and policymakers, our words need to be backed by reliable, transparent evidence - decision-makers are more likely to act when information is provable and data-supported, not just passionate. Working across the sector is essential because frontline workers are best placed to gather this information. By collecting data at entry points, we capture people who might never reach MSD or get lost in the system because they don't know how to navigate it. This gives us a much fuller picture of homelessness than official figures often provide (Annie Smith, Housing Operations Manager, Christchurch Methodist Mission).

Phase Three of this research aligns with the objectives of the Entry Point Pilot for timely, consistent and coordinated data to:

- evidence need, track changes in homelessness levels and drivers
- monitor the experience of people and whānau who reach out for support
- maintain public and political focus on homelessness trends, and
- respond effectively to increasing demands from government for comprehensive data and evidence-based insights.

The following report presents the methodology, findings and outcomes from Phase Three and outlines recommendations and proposed next steps.

Phase Three methodology

The Entry Point Survey research was strategically designed as a brief, accessible questionnaire administered digitally or by paper form by frontline staff when people first seek help, whether by phone or walking through service doors. Consent to participate in the research was obtained before the survey was completed, either through a formal signed consent process or through participants' agreement to participate by proceeding with the survey. Importantly, participation in the survey did not in any way affect access to support or to services, capturing the experiences of all people seeking assistance regardless of their service pathway.

Eight providers were part of Phase Three: Christchurch Methodist Mission (Christchurch and Blenheim services), Comcare Trust, Auckland City Mission Te Tāpui Atawhai, Downtown Community Ministry, De Paul House, Lifewise and LinkPeople. Visionwest Waka Whakakitenga joined for the last three weeks of data collection.

Data collection for Phase Three ran for 10 weeks from 9 February to 17 April 2026.

No personal identifying data was captured or used at any time.

The Phase Three survey was short and consistent with the survey used in Phase Two. Questions gathered data on age, ethnicity, gender, current housing situation, and crucially, experiences with Work and Income New Zealand. Two new questions were included in Phase Three:

- In the last 12 months has a landlord said they were giving you a 90-day notice?
- Has a police or council officer ever told you that you had to leave this area and couldn't come back for a certain amount of time? (e.g. Move on order or police order)?

Phase Three providers either collected data using an online survey form, used a paper survey form or set up a MS form for staff to use internally. Responses from paper survey forms were collated in a spreadsheet or transferred to the online survey form. Responses logged in the internal MS Form were provided in a spreadsheet for data collation purposes.

Professor Nevil Pierse and Housing First Auckland Backbone supported providers with the technical set up, communications for staff, rollout, and implementation of the survey over the pilot period.

For more detail on the research questions please refer to Appendix One.

Key findings from Phase Three

There were 1166 ‘first contacts’ seeking housing support across the eight providers. Of these, 758 people agreed to participate in the research and completed the survey.

Demographics and regional distribution of participants

Table 1: Descriptives

| Age | Count | Percent |
|------------------------------|--------------|----------------|
| 15-19 years | 27 | 3.56% |
| 20-24 years | 40 | 5.28% |
| 25-34 years | 177 | 23.35% |
| 35-44 years | 196 | 25.86% |
| 45-54 years | 144 | 19.00% |
| 55-64 years | 115 | 15.17% |
| 65-74 years | 50 | 6.60% |
| 75+ years | 9 | 1.19% |
| | | |
| Ethnicity¹ | Count | Percent |
| NZ European | 242 | 49.19% |
| Māori | 228 | 46.34% |
| Pacific | 58 | 11.79% |
| Asian | 9 | 1.83% |
| | | |
| Gender | Count | Percent |
| Male | 434 | 57.26% |
| Female | 315 | 41.56% |
| Other | 9 | 1.19% |
| | | |
| Region | Count | Percent |
| Auckland | 406 | 53.56% |
| Canterbury | 294 | 38.79% |
| Otago | 1 | 0.13% |
| Marlborough | 21 | 2.77% |
| Wellington | 30 | 3.96% |
| Nelson | 6 | 0.79% |
| | | |

Note: 1. Each person can have multiple ethnicities.

Age distribution

In Phase Three, the largest group were aged between 35-44 years old (25.86%, n=196), followed by people aged between 25-34 years (23.35%, n=177). Overall, most people contacting providers for housing support were aged between 25 to 64 years (84.21%, n=672). This is consistent with the findings from the Pilot (82.75%) and Phase Two (75.29%)

There was a larger proportion of over 54-year-olds contacting providers in Phase Three: 22.96% compared to 18.66% in the Pilot and 14.94% in Phase Two (see Appendix Two for data tables).

The proportion of younger people (aged 24 years and under) contacting providers for support was lower in Phase Three (8.84%) compared to Phase Two (17.82%) but slightly higher than the Pilot (7.39%).

Adults aged 25–34 and 35–44 years consistently had the highest proportions of current homelessness across all the surveys. People aged 45–54 and 55–64 years showed increasing proportions of homelessness over time, with the most marked increase observed among those aged 45–54 years, rising from 13.2% in the Pilot to 25.0% in Phase Three.

Ethnicity

There were lower proportions of both NZ European (49.19%) and Māori (46.34%) participants in Phase Three compared to Phase Two (NZ European—53.16%, Māori—47.41%). However, Māori continue to be overrepresented at 46%, compared to their 17% general share of the population. A higher proportion of Pacific participants (11.79%) were included in Phase Three compared to Phase Two (5.75%) most likely a reflection of increased data collection in the Auckland region.

Gender

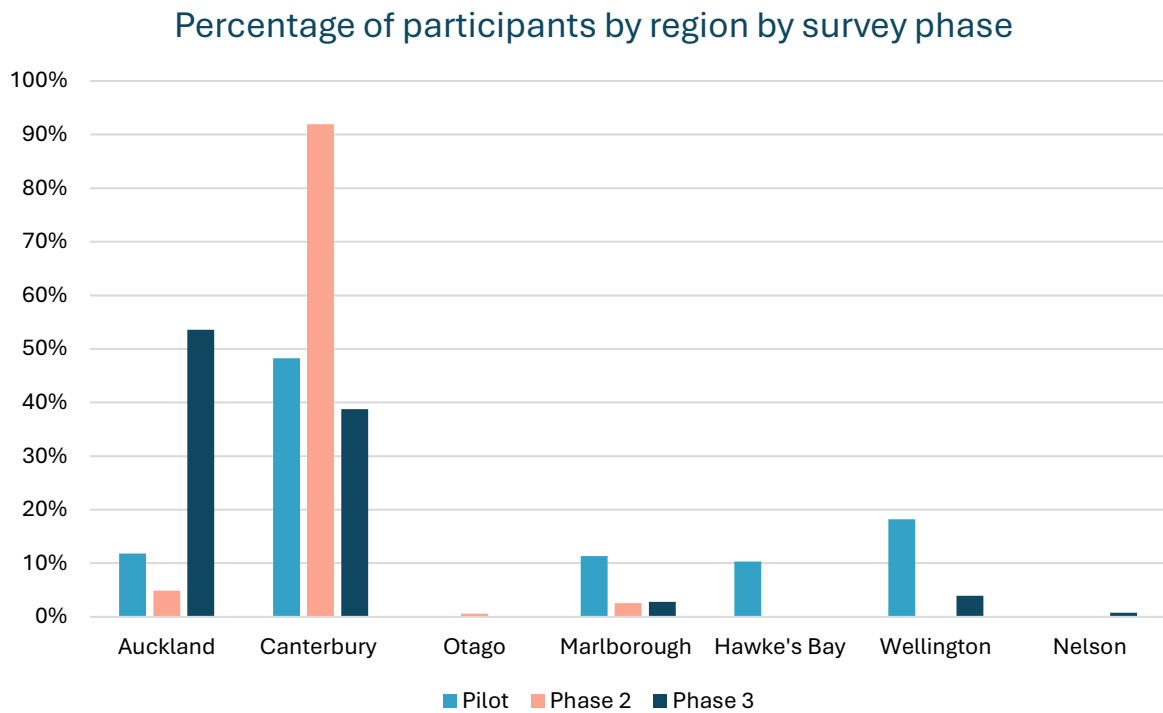
A higher proportion of males (57.26%) contacted providers for support in Phase Three compared to females (41.56%) and non-binary or gender diverse people (1.19%).

This follows similar findings from the Pilot and Phase Two where there were higher proportions of males contacting providers for support which likely reflects the barriers that women experience when trying to access support for housing needs (Coalition to End Women’s Homelessness, 2024).

Region

Just over half of the participants in Phase Three were from the Auckland region (compared to just five percent in Phase Two), reflecting the inclusion of more providers from this area.

Figure 1: Proportion of participations from different regions by survey phase



90-day notices and Move-On orders

Almost five percent had received a 'Move-On' order from the police or council and 11.5% had received a 90-day notice.²

Table 2: Percentage of participants receiving a 90-day notice or Move-On order

| | Count | Percent |
|---|-------|---------|
| Received a 90-day notice in the last 12 months | 87 | 11.48% |
| Received a move-on order from the police or council | 37 | 4.88% |
| | | |

Current living situation of participants

Survey participants were asked where they were currently living. Over half of people contacting providers in Phase Three (31%, n=235) were unsheltered (rough sleeping, living in car or a tent) or staying with family or friends (20.98%, n=159) following a similar pattern to the Pilot and Phase Two. This is a large group of people living without shelter or sharing someone else's private dwelling. Given the data only covers people contacting just eight providers over a ten-week period, it indicates a very high level of unmet housing need in Aotearoa. Only a very small proportion of people were living in emergency or transitional housing.

² These were new questions in the Phase Three survey.

Table 3: Current living situation of people contacting providers for support in Phase Three

| Current living situation | Count | Percent |
|---------------------------|-------|---------|
| EH (Emergency housing) | 39 | 5.15% |
| TH (Transitional housing) | 12 | 1.58% |
| PH (Public housing) | 33 | 4.35% |
| Shelter | 6 | 0.79% |
| Unsheltered | 235 | 31% |
| Family/friends | 159 | 20.98% |
| Private market rental | 89 | 11.74% |
| Hospital | 38 | 5.01% |
| Boarding/motel | 29 | 3.83% |
| Other | 118 | 15.47% |

Previous living situations of participants

People were also asked to recall the different types of places they had stayed in the twelve months before they had contacted the provider for support for housing. Over a third of the sample (38.7%) had two or more tenure types in the last 12 months and around 17% had 3 or more tenures.

Figure 2: Number of tenure types in last 12 months reported by survey respondents

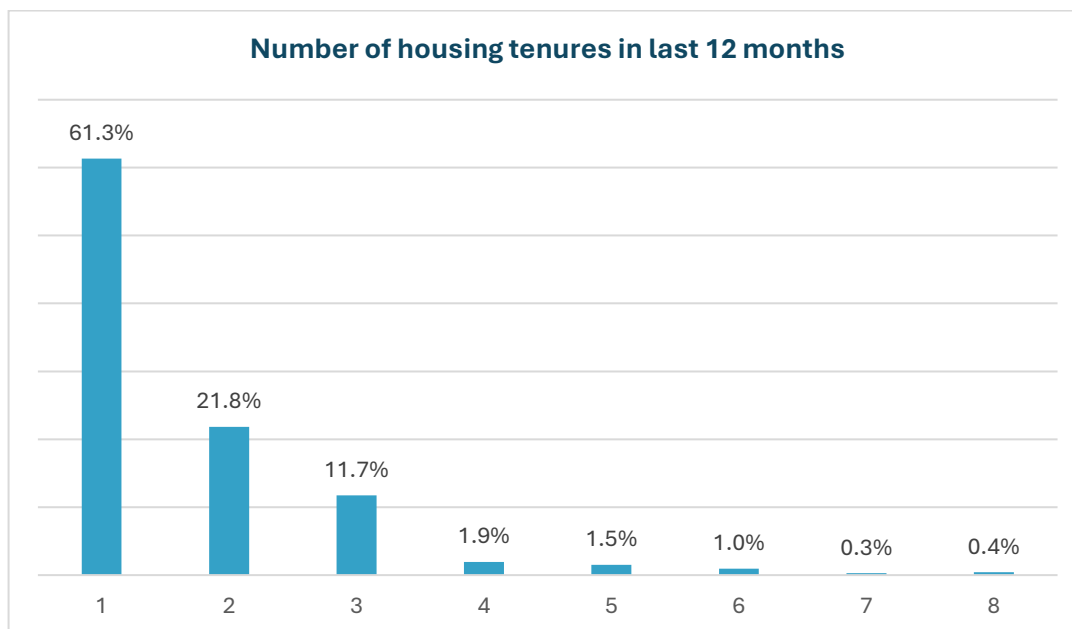


Figure 3 shows that the total number of tenure types experienced by people generally decreased from the Pilot to Phase Three. In contrast, adults aged 65–74 years showed a moderate increase in the number of tenures experienced over time. The average number of tenures experienced varied substantially by age group. Adults aged 25–34

and 35–44 years consistently experienced the highest number of tenures and therefore the greatest tenure complexity.

Figure 3: Total number of housing tenures experienced by age groups

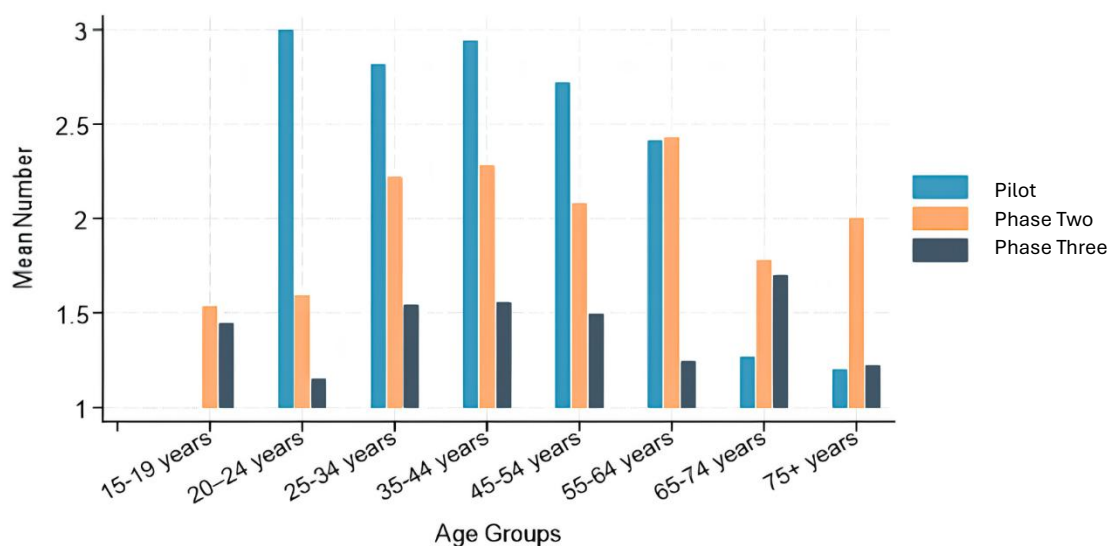


Table 4: Factors associated with the total number of housing tenures experienced

| Factors | Total number of housing tenures experienced | | | |
|--|---|---------|-----------|-------------|
| | Overall | Pilot | Phase Two | Phase Three |
| EH/TH declined | 0.23** | -0.19 | 0.14 | 0.30** |
| EH/TH stayed | 1.21*** | 1.07*** | 1.39*** | 1.02*** |
| Housing support discussed | 0.38*** | 0.05 | 0.22 | 0.31*** |
| Previously unsheltered | 1.14*** | 1.85*** | 1.12*** | 0.93*** |
| Māori | 0.31*** | -0.32 | -0.08 | 0.50*** |
| Received 90-day notice in the last 12 months | | | | 0.57*** |

Note:

1. *, **, and *** indicate significance at the 10%, 5%, and 1% levels, respectively.
2. This regression includes only the independent variables that are statistically significant in the overall dataset. However, the variable “Received 90-day notice in the last 12 months” is only available from Phase Three onward.

Table 2 shows that people who had stayed in Emergency or Transitional Housing experienced substantially more housing tenures. For example, in the overall sample, the coefficient ($\beta = 1.21$) indicates that having stayed in Emergency or Transitional Housing is associated with 1.21 more tenure types experienced than those who had not stayed in EH/TH. This positive association remained consistent across all phases (Pilot: 1.07, Phase Two: 1.39, Phase Three: 1.02). Similarly, having previously experienced

unsheltered homelessness was strongly associated with a higher number of housing tenures ($\beta = 1.14$).

The experience of having Emergency or Transitional Housing declined showed a less consistent pattern, with a significant positive association overall ($\beta = 0.23$) and a significant effect only in Phase Three ($\beta = 0.30$), while showing no significant association in earlier phases. Similarly, housing support discussed were positively associated with the number of housing tenures in the overall model ($\beta = 0.38$), with a significant effect emerging only in Phase Three ($\beta = 0.31$).

Māori identity was associated with a higher number of housing tenures in the overall sample ($\beta = 0.31$), with this relationship becoming more pronounced in Phase Three ($\beta = 0.50$), while showing no significant differences in earlier phases.

Finally, receiving a 90-day notice in the last 12 months (available only in Phase Three) was strongly associated with a higher number of housing tenures ($\beta = 0.57$).

Access to housing supports

Participants were asked if they had any dealings with WINZ in the last 12 months and if so, what help was discussed (Table 5).

Table 5: Access to emergency or transitional housing, the public housing register and housing supports in Phase Three

| | Count | Percent |
|--|-------|---------|
| Number of participants engaged with WINZ | 345 | 45.51% |
| EH/TH declined | 158 | 20.84% |
| EH/TH stayed | 100 | 13.19% |
| PH register | 131 | 17.28% |
| Housing support discussed ² | 253 | 33.38% |
| Average rating | 4.71 | |

Note: 2. Housing supports includes emergency housing, transitional housing, social housing, and accommodation supplement

Table 6: Access to emergency or transitional housing, the public housing register and housing supports-all Phases

| | Pilot | | Phase Two | | Phase Three | |
|----------------------------------|-------|---------|-----------|---------|-------------|---------|
| | Count | Percent | Count | Percent | Count | Percent |
| EH/TH declined | 93 | 45.81% | 113 | 32.47% | 158 | 20.84% |
| EH/TH stayed | 61 | 30.05% | 50 | 14.37% | 100 | 13.19% |
| PH register | 74 | 36.45% | 92 | 26.44% | 131 | 17.28% |
| Housing support discussed | 143 | 70.44% | 159 | 45.69% | 253 | 33.38% |

Table 6 shows a clear trend from the Pilot to Phase Three: the proportions of participants who had emergency or transitional housing declined, stayed in emergency

or transitional housing, or were currently on the public housing register decreased. In addition, from the Pilot to Phase Three, the proportion of participants who had discussions about housing support also decreased. This trend is very concerning as it indicates worse access to pathways out of homelessness and into stable housing.

The WINZ rating score was higher in Phase Three, with a mean of 4.71 (Table 5) compared with 4.05 and 4.02 in the Pilot and Phase Two, respectively. Feedback from providers suggests that when people do get access to housing support, for example, a housing assessment, these are generally done well. At the same, providers report it is harder for people to get through to WINZ and that some people do not even approach WINZ for support as they believe they will not be helped.

People who had been declined for emergency or transitional housing had consistently lower WINZ ratings. For example, across all surveys, people who had been declined for emergency or transitional housing had WINZ ratings that were, on average, 1.9 points lower than those who had not been declined for emergency or transitional housing. Furthermore, this negative association became progressively stronger over time.

Housing support discussions were also associated with lower WINZ ratings overall ($\beta = -0.64$), with the strongest association observed in the Pilot. ($\beta = -0.92$). Experiences of unsheltered homelessness were likewise negatively associated with WINZ ratings. Participants who were currently unsheltered had lower WINZ ratings overall ($\beta = -0.43$), while those who had previously experienced unsheltered homelessness also had lower ratings in the overall model.

In contrast, being on the public housing (PH) register was positively associated with WINZ ratings overall ($\beta = 0.54$) and particularly in the Pilot ($\beta = 0.97$).

The strongest and most consistent finding across the models was the negative association between having emergency or transitional housing declined and WINZ ratings.

Predictors of homelessness

Table 7 shows that previous homelessness was the strongest predictor of current homelessness across all surveys. People who had previously experienced homelessness had over **ten** times higher odds of being currently homeless (OR = 10.53, $p < 0.01$). This association remained strong across all the surveys and was particularly pronounced in Phase Three (OR = 14.51, $p < 0.01$) suggesting a persistent and potentially cumulative effect of prior homelessness on future housing insecurity.

Table 7: Logistic regression results on currently homeless

| | Currently homeless | | | |
|--|--------------------|---------|-----------|-------------|
| | Overall | Pilot | Phase Two | Phase Three |
| Previously homeless | 10.53*** | 4.19*** | 8.87*** | 14.51*** |
| EH/TH stayed | 0.57*** | 0.63 | 0.54 | 0.58* |
| EH/TH declined | 1.52*** | 1.42 | 1.67* | 1.49* |
| Female | 0.58*** | 0.74 | 0.51** | 0.57*** |
| Age group | 0.92* | 0.85 | 0.84* | 0.94 |
| Note: 1. *, **, and *** indicate significance at the 10%, 5%, and 1% levels, respectively. 2. This regression includes only the independent variables that are statistically significant in the overall dataset. | | | | |

Experience with emergency or transitional housing were also associated with current homelessness. Compared with individuals who had not been declined for EH/TH, individuals who had been declined for EH/TH had significantly higher odds of current homelessness in the overall sample (OR = 1.52, $p < 0.01$), with significant effects observed in Phase Two and Phase Three. In contrast, the EH/TH stayed group showed lower odds of current homelessness overall (OR = 0.57, $p < 0.01$), although this association was only statistically significant in Phase Three.

Female respondents had substantially lower odds of current homelessness than males in the overall sample (OR = 0.58, $p < 0.01$), with significant associations observed in Phase Two and Three. Age was also negatively associated with homelessness in the overall sample (OR = 0.92, $p < 0.10$), suggesting that older participants had slightly lower odds of current homelessness, although the effect size was modest and less consistent across phases.

Limitations

There are several data limitations that should be considered:

Sampling and representativeness: The regional data is heavily influenced by the number and size of the providers participating in the study. It does not mean that homelessness is necessarily worse or less problematic in any of these areas.

Incomplete data: Given the nature of the population of interest, incomplete data and inconsistent data is to be expected. The responses are from those that chose to answer - where the information could be relatively easily collected. In this context the data is surprisingly complete, however we cannot rule out that those who chose not to answer or were unable to answer may have had different experiences.

Timing and seasonal factors: While Phase Two data collection spanned the winter months, and the Pilot and Phase Three data collection period spanned late summer and early autumn, we do not yet have a complete annual data set and findings. A full seasonal analysis of homelessness or service access is not yet possible.

Retrospective reporting and survey fatigue: Twelve-month recall periods may be affected by memory issues or ongoing trauma and people frequently asked for information may provide quick rather than thoughtful responses.

Limited trend data: This report cannot determine whether homelessness numbers, contributing factors, or WINZ interactions are increasing or decreasing over time. The available data comes from three 10-week collection periods (Pilot, Phase Two and Phase Three), which used different locations and providers. Identifying meaningful trends would require the survey to be administered consistently across multiple time points.

References

Coalition to End Women's Homelessness. 2024. [Ngā Ara ki te Kāinga. Understanding Barriers and Solutions to Women's Homelessness in Aotearoa.](#)

Ombler, J., Pehi, T., Chun, S., Lawson-Te Aho, K., Jiang, T., & Pierse, N. 2025. [Outcomes for Māori participants in Housing First.](#) The International Indigenous Policy Journal, 16(2). <https://10.18584/iipj.2025.16.2.15474>

Appendix One: Phase Three Survey Questions

Entry Point Survey

Part of the National Homelessness Data Project

Research background statement

[Provider Name] is working with researchers and other providers to understand more about homelessness in NZ and how to end it. To help with this research we would like to invite you to answer a few short survey questions. This includes questions about your experience with Work and Income. Your responses will not be shared with Work and Income and will not in any way affect the support you receive from [Provider Name]. We will share your survey answers with our research partners, but we will not share your name or any information that would identify you.

I agree to participate in this survey: Yes No This data is from a third-party (referral) source

Which of these age groups do you belong to?

- | | | | |
|--------------------------------------|--------------------------------------|--------------------------------------|-------------------------------------|
| <input type="checkbox"/> 0-14 years | <input type="checkbox"/> 25-34 years | <input type="checkbox"/> 55-64 years | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> 15-19 years | <input type="checkbox"/> 35-44 years | <input type="checkbox"/> 65-74 years | <input type="checkbox"/> Refused |
| <input type="checkbox"/> 20-24 years | <input type="checkbox"/> 45-54 years | <input type="checkbox"/> 75+ years | |

Which ethnic group or groups do you belong to? (Select all that apply)

- | | | | |
|--------------------------------------|--|-------------------------------------|--|
| <input type="checkbox"/> NZ European | <input type="checkbox"/> Tongan | <input type="checkbox"/> Chinese | <input type="checkbox"/> Refused |
| <input type="checkbox"/> Māori | <input type="checkbox"/> Niuean | <input type="checkbox"/> Indian | <input type="checkbox"/> Other (specify) _____ |
| <input type="checkbox"/> Samoan | <input type="checkbox"/> Cook Island Māori | <input type="checkbox"/> Don't know | |

What is your gender?

- | | | | |
|---------------------------------|-------------------------------------|----------------------------------|--|
| <input type="checkbox"/> Male | <input type="checkbox"/> Non-binary | <input type="checkbox"/> Refused | <input type="checkbox"/> Other (specify) _____ |
| <input type="checkbox"/> Female | <input type="checkbox"/> Don't know | | |

In the past year have you stayed in...(Select all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Unsheltered (rough sleeping/sleeping in car/tent) | <input type="checkbox"/> Prison/remand |
| <input type="checkbox"/> Squatting | <input type="checkbox"/> Hospital/respite care/rehab |
| <input type="checkbox"/> Temporarily staying with friends/family | <input type="checkbox"/> Refugee centre |
| <input type="checkbox"/> Caravan Park | <input type="checkbox"/> Women's Refuge |
| <input type="checkbox"/> Emergency Housing (with government funding) | <input type="checkbox"/> Shelter |
| <input type="checkbox"/> Transitional Housing (with government funding) | <input type="checkbox"/> Other NGO housing (e.g., marae, church, temple) |
| <input type="checkbox"/> Private rental with a lease agreement | <input type="checkbox"/> Motel (paid by yourself or by friends/family/church/NGO) |
| <input type="checkbox"/> Private rental without a lease agreement | <input type="checkbox"/> Other |
| <input type="checkbox"/> Own home | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Public Housing (KO or Community Housing Provider) | <input type="checkbox"/> Refused |
| <input type="checkbox"/> Boarding house/backpackers/lodges (non-emergency, non-transitional) | |

Entry Point Survey: Part of the National Homelessness Data Project (cont.)

Your current housing situation is:

- | | |
|--|---|
| <input type="checkbox"/> Unsheltered (rough sleeping/sleeping in car/tent) | <input type="checkbox"/> Prison/remand |
| <input type="checkbox"/> Squatting | <input type="checkbox"/> Hospital/respite care/rehab |
| <input type="checkbox"/> Temporarily staying with friends/family | <input type="checkbox"/> Refugee centre |
| <input type="checkbox"/> Caravan Park | <input type="checkbox"/> Women's Refuge |
| <input type="checkbox"/> Emergency Housing (with government funding) | <input type="checkbox"/> Shelter |
| <input type="checkbox"/> Transitional Housing (with government funding) | <input type="checkbox"/> Other NGO housing (e.g., marae, church, temple) |
| <input type="checkbox"/> Private rental with a lease agreement | <input type="checkbox"/> Motel (paid by yourself or by friends/family/church/NGO) |
| <input type="checkbox"/> Private rental without a lease agreement | <input type="checkbox"/> Other |
| <input type="checkbox"/> Own home | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Public Housing (KO or Community Housing Provider) | <input type="checkbox"/> Refused |
| <input type="checkbox"/> Boarding house/backpackers/lodges (non-emergency, non-transitional) | |

Have you had any dealings with WINZ in the past 12 months?

- Yes No

What help was discussed? (Select all that apply)

- Housing support (Accommodation Supplement, Emergency Housing, Transitional Housing, Social Housing)
- Referral to Housing support NGOs
- Income support (Emergency/Temporary additional support, Jobseeker, Health and Disability Allowance, Superannuation, Student support)
- Budgeting advice including referral to NGOs (including food banks or financial services)
- Employment services (discussions of employment opportunity or supports to apply for a job)
- Non-housing Special Needs Grants (for clothing, phone, food, transport)
- Other support: _____

Entry Point Survey: Part of the National Homelessness Data Project (cont.)

Have you in your dealings with WINZ been declined for
Emergency Housing or Transitional Housing support? Yes No

Rate how satisfied you feel about your interactions with WINZ, on a scale from 0 to 10, with 0 meaning you felt "not at all satisfied" and 10 meaning you feel "completely satisfied".

Overall, how satisfied are you with your interactions with WINZ? (0-10) _____

Are you currently on the Social Housing Register (Kāinga
Ora waitlist)? Yes No Don't know/not sure

In the last 12 months has a landlord said they were
giving you a 90-day notice? Yes No Don't know/not sure

Has a police or council officer ever told you that you had
to leave this area and couldn't come back for a certain
amount of time? (e.g. Move on order or police order) Yes No Don't know/not sure

Appendix Two: Descriptive data

Table 8: Age of survey participants

| Age group | Pilot | | Phase Two | | Phase Three | |
|--------------|------------|---------|------------|---------|-------------|---------|
| | Count | Percent | Count | Percent | Count | Percent |
| 15-19 years | 0 | 0 | 30 | 8.62% | 27 | 3.56% |
| 20-24 years | 15 | 7.39% | 32 | 9.20% | 40 | 5.28% |
| 25-34 years | 49 | 24.14% | 96 | 27.59% | 177 | 23.35% |
| 35-44 years | 70 | 34.48% | 75 | 21.55% | 196 | 25.86% |
| 45-54 years | 32 | 15.76% | 63 | 18.10% | 144 | 19.00% |
| 55-64 years | 17 | 8.37% | 28 | 8.05% | 115 | 15.17% |
| 65-74 years | 15 | 7.39% | 18 | 5.17% | 50 | 6.60% |
| 75+ years | 5 | 2.46% | 6 | 1.72% | 9 | 1.19% |
| Total | 203 | | 348 | | 758 | |

Table 9: Ethnicity of survey participants

| Ethnicity | Pilot | | Phase Two | | Phase Three | |
|-------------|-------|---------|-----------|---------|-------------|---------|
| | Count | Percent | Count | Percent | Count | Percent |
| NZ European | 85 | 41.87% | 185 | 53.16% | 242 | 49.19% |
| Māori | 110 | 54.19% | 165 | 47.41% | 228 | 46.34% |
| Pacific | 19 | 9.36% | 20 | 5.75% | 58 | 11.79% |
| Asian | 2 | 0.99% | 1 | 0.29% | 9 | 1.83% |

Table 10: Gender of survey participants

| Gender | Pilot | | Phase Two | | Phase Three | |
|--------|-------|---------|-----------|---------|-------------|---------|
| | Count | Percent | Count | Percent | Count | Percent |
| Male | 123 | 60.59% | 187 | 53.74% | 434 | 57.26% |
| Female | 78 | 38.42% | 156 | 44.83% | 315 | 41.56% |
| Other | 2 | 0.99% | 5 | 1.44% | 9 | 1.19% |

Table 11: Region of survey participants

| Region | Pilot | | Phase Two | | Phase Three | |
|-------------|-------|---------|-----------|---------|-------------|---------|
| | Count | Percent | Count | Percent | Count | Percent |
| Auckland | 24 | 11.82% | 17 | 4.89% | 406 | 53.56% |
| Canterbury | 98 | 48.28% | 320 | 91.95% | 294 | 38.79% |
| Otago | 0 | 0.00% | 2 | 0.57% | 1 | 0.13% |
| Marlborough | 23 | 11.33% | 9 | 2.59% | 21 | 2.77% |
| Hawke's Bay | 21 | 10.34% | 0 | 0.00% | | |
| Wellington | 37 | 18.23% | 0 | 0.00% | 30 | 3.96% |
| Nelson | | | | | 6 | 0.79% |

Table 12: Current living situation of survey participants

| Current living situation | Pilot | | Phase Two | | Phase Three | |
|---------------------------|-------|---------|-----------|---------|-------------|---------|
| | Count | Percent | Count | Percent | Count | Percent |
| EH (Emergency housing) | 10 | 4.93% | 11 | 3.16% | 39 | 5.15% |
| TH (Transitional housing) | 5 | 2.46% | 3 | 0.86% | 12 | 1.58% |
| PH (Public housing) | 7 | 3.45% | 13 | 3.74% | 33 | 4.35% |
| Shelter | 0 | 0.00% | 31 | 8.91% | 6 | 0.79% |
| Unsheltered | 76 | 37.44% | 91 | 26.15% | 235 | 31% |
| Family/friends | 47 | 23.15% | 82 | 23.56% | 159 | 20.98% |
| Private market rental | 19 | 9.36% | 27 | 7.76% | 89 | 11.74% |
| Hospital | 3 | 1.48% | 31 | 8.91% | 38 | 5.01% |
| Boarding/motel | 16 | 7.88% | 19 | 5.46% | 29 | 3.83% |
| Other | 20 | 9.85% | 40 | 11.49% | 118 | 15.47% |

Table 13: 90-day notice or 'move-on' order

| Notice or order | Pilot | | Phase Two | | Phase Three | |
|---|-------|---------|-----------|---------|-------------|---------|
| | Count | Percent | Count | Percent | Count | Percent |
| Received 90-day notice in the last 12 months | | | | | 87 | 11.48% |
| Received a move-on order from police or council | | | | | 37 | 4.88% |