



15 APR 2019

Tenā koe [REDACTED]

Thank you for your email of 14 March 2019 requesting, under the Official Information Act 1982, a copy of the following:

all documents, policies, guidelines, procedures, or standards used by the Ministry of Social Development in regards to how they select and suggest emergency housing sites.

I thought that it would be helpful if I first explain the Ministry of Social Development's role in Emergency Housing. Emergency Housing is funded under the Special Needs Grant or through a contracted provider.

The term Emergency Housing is used when referring to accommodation provided through the Emergency Housing Special Needs Grant (EH SNG). The EH SNG is available for people to meet the costs of emergency accommodation for a period of seven days, when the need is immediate and urgent. However, we acknowledge that motels are not a long-term solution, particularly for vulnerable people with complex needs, but they provide a short-term solution while more sustainable options are progressed.

As the Ministry does not contract emergency housing, I am unable to provide any "policies, guidelines, procedures or standards used" to emergency housing sites under section 18(e) of the Act as the information does not exist.

Transitional Housing places are contracted by the Ministry of Housing and Urban Development (HUD) and are managed by specialists who are skilled in providing a range of social and tenancy-related support. The Ministry's Regional Contract Managers manage these contracts.

Please find enclosed a copy of the document *Transitional Housing Operational Guidelines for Providers of Transitional Housing*. This document outlines the business processes, administrative functions and interactions between contracted Transitional Housing providers and HUD. The document refers to other documents, such as User Guides, which have not been enclosed as they relate to the operational work of the providers and are not relevant to your request. However, if you would like to receive any of these documents please let us know at OIA_Requests@msd.govt.nz. Alternatively, if you are interested in the contracting of Transitional Housing, you may wish to contact OIA_Requests@hud.govt.nz.

Further information for Transitional Housing providers is available at: www.housing.msd.govt.nz/information-for-housing-providers/emergency-housing-providers/index.html

Transitional Housing providers are registered as suppliers to Work and Income. This process includes providing evidence that the entity registering is the owner of the property or is authorised to act as the owner.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

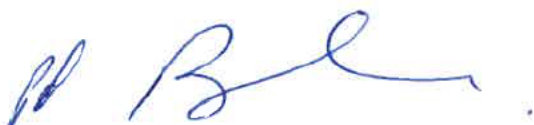
- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public shortly. The Ministry will do this by publishing this letter on the Ministry's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response regarding Emergency Housing contracts, 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 or 0800 802 602.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'C. Wise', followed by a small blue dot.

Cassandra Wise
Manager, Issue Resolution, Service Delivery



Transitional Housing Operational Guidelines For Providers of Transitional Housing





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Purpose

This document outlines the business processes, administrative functions and interactions between contracted emergency housing providers and the Ministry of Social Development (the Ministry). This document should be read in conjunction with the:

- User guide for ShareFile, and
- User guide for the Family Services Directory (FSD)

These guidelines must be used by contracted emergency housing providers to assist in meeting their Outcome Agreement requirements.

Context

From 1 July 2016 the Ministry has had contracts with emergency housing providers, to provide people who need emergency housing with a short-term place to stay while also helping them find sustainable long-term housing and providing other wrap around services.

Reviewing the guidelines

As a minimum, these guidelines will be reviewed annually and updated (as required) in consultation with appropriate stakeholders.

These guidelines will also be reviewed and amended following a change to the Outcome Agreement.

To request a change to the guidelines, you must submit in writing to the National Manager (Strategic Purchasing, Tactical Response and Delivery) for the Ministry of Social Development.

These guidelines apply to contracted emergency housing providers who have an Outcome Agreement with the Ministry; therefore the Ministry will consider any request where practical. The decision to amend any part of these guidelines remains at the discretion of the Ministry.

Definitions

Refer to Appendix One for the definition of terms that are used throughout these guidelines.

Your roles and responsibilities

Your key roles and responsibilities are to:

- provide emergency housing services to eligible people;
- assess client suitability for your service;
- identify any health and social needs affecting the household that need to be addressed;
- ensure individuals/households have an average stay of less than twelve weeks;
- identify longer-term housing solutions for clients leaving your service;
- assist the client to transition in to sustainable, longer-term accommodation;
- *manage your occupation agreement with the client;
- prepare an individualised transition plan for each household;



- ensure individuals/households are supported to apply for Social Housing (where applicable);
- provide wrap around services where appropriate;
- ensure all personal information held about individuals and households are kept secure at all times;
- provide accurate and timely information to the Ministry;
- maintain at least Level 3 MSD Approval;
- work with the Regional Contracts Manager to resolve any issues regarding your contract as they arise.

(*not applicable for Emergency Housing Support Services (Motel) Agreements)



Vulnerable children and families

If you are a provider of children's services in accordance with the Vulnerable Children Act 2014 (including where the Ministry gives notice to you that in the opinion of the Ministry's Chief Executive, you are providing children's services), you must:

- as soon as practicable, adopt a child protection policy that complies with section 19 of the Vulnerable Children Act 2014;
- review in accordance with section 16(a)(iii) of the Vulnerable Children Act 2014;
- make a copy of your child protection policy available to the Ministry, including any updates;
- implement your child protection policy.

Both you and the Ministry are required to report any concerns where the safety of a child and/or their family is at risk.

Child abuse

If you become aware of potential or actual child abuse, neglect, or situations where a child is being exposed to family violence, you should ring the Ministry of Vulnerable Children (Oranga Tamariki) on 0508 326 459. If their safety is of concern you should contact the Police.

Family violence

If family violence is suspected or disclosed to you by an applicant or tenant you should assess the safety of your client and their child/ children immediately. If their immediate safety is of concern you should contact the Police.

You are also able to access on the tenant's behalf, the Work and Income Family Violence Intervention Programme (FVIP). To find out more go to www.workandincome.govt.nz/community/programmes-and-projects/family-violence-intervention-programme.html

For more information about Family Violence, go to the Ministry's Family Violence, It's Not Ok website at www.areyouok.org.nz/family-violence/

Client roles and responsibilities

Clients are responsible for notifying the Ministry of any changes to their circumstances that may affect their benefit, their social housing priority rating or their eligibility for social housing.

They may also be responsible for any extra costs incurred during the duration of their stay at your service (for example, utilities, food and damage they cause to the Property).

Compliance

As a Ministry contracted emergency housing provider you must comply with specific standards, as set out by the Ministry.

A full list of these compliance requirements can be found in your Outcome Agreement.

Information sharing



You must comply with the Privacy Act 1993 when collecting, sharing, storing, using and disclosing client information.

The mechanism that must be used for exchanging any client information with the Ministry is ShareFile. No client information is to be sent via any other method (such as email, fax, post and courier or in person between you and the Ministry).

If you believe there has been a breach of the Privacy Act 1993, you must notify the Relationship Manager (Contracts) immediately.

Access to information

The Ministry will only ever share client information with you that is relevant to the service you provide. The information provided should only ever be used for this purpose. Client information must not be accessed by anyone without the appropriate authority to do so.

If you or another employee of your organisation receives a client's personal information and recognises that the client is personally known by or related to the employee, it is the Ministry's expectation that the person will cease all work with that client and inform their Manager immediately. It is expected that your organisation has internal processes to manage any conflicts of interest as they arise.

When client information is recorded incorrectly

If a client informs you that the information you hold about them is incorrect or incomplete, you will need to correct the information or attach a statement to their record stating what correction was sought by the client. If the information being corrected has been provided to the Ministry by you, you are required to inform the Ministry about the correction/s yourself. In other cases, you should advise the client to contact the Ministry if they wish to have the information corrected in Ministry records.

Storage and security of client information

If you need to store client's personal information, including information provided by the Ministry, you must ensure that the information is safeguarded against:

- loss;
- unauthorised access, use, modification or disclosure;
- other misuse.

When storing client information electronically, you must ensure that all access to your network and any client information is password protected. Your organisation must have in place processes to mitigate the risk of unapproved access, including regular password protection updates. Each of your users must have a separate account; passwords are not to be shared and must conform to NZISM 2015 complexity rules:

- a minimum password length of 16 characters with no complexity requirement; or
- a minimum password length of ten characters, consisting of at least three of the following character sets:
 - lowercase characters (a-z);
 - uppercase characters (A-Z);
 - digits (0-9);



- punctuation and special characters.

When not in use, physical copies of clients' personal information, records and documents must be kept in a locked storage receptacle.

When a user leaves your organisation their ShareFile access will need to be removed. You will need to contact the MSD Relationship Manager to request removal of the user.

Disposing of information

You must not keep clients' personal information provided by the Ministry for any period longer than the period needed for the purpose it was provided for. When disposing of clients' personal information you must take all reasonable steps to safeguard against interception, misuse and disclosure.

Client's personal information must be disposed of in one of the following ways:

- hard copies must be disposed of in a secure destruction/shredding bin (not a regular bin) or through a document destruction agency;
- electronic documents must be deleted permanently.

Working with the Ministry of Social Development

A select number of business units and individuals from the Ministry will work closely with you.

The key Ministry business units and individuals you will be working with on a regular basis are:

- Strategic Purchasing, National Office (Regional Support);
- Regional staff (Provider Relationship);
- Local Work and Income service centre and regional staff (Site Centre Managers, Regional Directors, Emergency Housing Case Managers) (Client Relationship).

Strategic Purchasing

Strategic Purchasing (formerly known as Social Housing National Contracts) is based in the Ministry's National Office in Wellington. Their role is to manage any escalated contract issues that arise, including changes to the provisions of your contract and service specifications.

Regional staff

The Regional Contracts Manager will be your main point of contact who:

- receive and review your monthly reports via ShareFile;
- manage contract obligations and/or relationship issues;
- meet with you quarterly to discuss your performance (as per your Outcome Agreement).

Regional staff will also be available to:

- discuss service standards from local service centres or other Ministry business units;
- organise training on the use of ShareFile (with the Regional Training Coordinator).



Work and Income Service Centres and Community Links

The Ministry's case managers provide services to our clients on a daily basis. They will generally be the first contact that you receive from the Ministry when we identify a client who could be referred to your service.

Case managers are responsible for:

- assessing if a client has an emergency housing need and if they are suitable to be referred to your service.

Note: A list of key local and National office staff contact details will be provided to you by your Regional Contracts Manager.

Emergency Housing Case Manager

Emergency Housing Case Managers (or the dedicated Ministry emergency housing staff members) assist with processing activity required to support the emergency housing service.

They will be the main contact for your operational enquires. This includes:

- liaising with providers on any issues at an operational level;
- confirming the client understands any additional services that you may offer;
- liaising with you directly to refer any suitable clients;
- completing all Ministry system processing for Ministry clients placed in your service;
- updating and completing required actions on client records when they exit your service;
- receiving vacancy updates via email/phone from you and amending Ministry information to accurately reflect these updates;
- referring suitable clients after they have been notified of a vacancy.

Note: Your Ministry point of contact name and phone number must never be given to clients. If you need to refer a client to the Ministry our general enquiries line is 0800 559 009.

Protecting Client Privacy

The Ministry will not disclose any client information to you unless the client has completed and signed:

- a Housing Privacy Consent form (Appendix Four); or
- an Appointment of an Agent form.

Clients referred by the Ministry will give you their completed form. If a client advises you that they have not completed a form, or they are a self-referral or third party referral, it is available for download from the links below:

- www.housing.msd.govt.nz/documents/forms/provider-forms/housing-privacy-consent-form-interactive.pdf
- www.workandincome.govt.nz/documents/forms/appointment-of-an-agent.pdf

Forms signed by the client should be sent to the Ministry via ShareFile.

ShareFile



ShareFile is the IT system you must use to exchange client and reporting information with the Ministry.

The Ministry will provide training on ShareFile. Please contact the Regional Contracts Manager for further copies of training materials if required.

Providing information on your service

People with an emergency housing need (or a third party service working with that person) may want to refer to your service without going through the Ministry first.

On the Ministry's Family Services Directory, you will be required to provide:

- details of your service, in particular who your service caters for e.g. single mothers; and
- how to contact your service.

Family Services Directory

The Family Services Directory (FSD) provides online information on services offered in communities across New Zealand. In order to ensure information relating to your emergency housing service is available to the public, you will be required to list your organisation and provide details of your service on FSD.

To find out more about the FSD and how to apply to list and/or load the details of your service go to the FSD website:

www.familyservices.govt.nz/directory

To list, click on "Apply for listing" on the main page or use the link below:

www.familyservices.govt.nz/directory/providerapplication.htm

If your organisation is already listed on the FSD you can add the service using your online account through "Provider log in" from the main screen.

If you need any assistance, please email: updates@familyservices.govt.nz and one of the team will be happy to help.

Housing Assessment website

A link to the FSD is also available on the Housing Assessment website to ensure that clients and other interested parties are able to easily access details relating to emergency housing services supported by the Ministry.

www.housing.msd.govt.nz/useful-links/index.html

Business Continuity Plans

In the event that ShareFile is unavailable, the exchange of client information will occur via the Iron Key process as described in Appendix Two.

The Ministry will notify you if you need to use the Iron Key process.

Provider business continuity plan



You must have a current business continuity plan that clearly details your capacity and capability to deliver services when your IT system/network is unavailable or in the event of an emergency. This must be available for the Ministry to review on request.

Your plan should include:

- resource gaps and plans to cover these;
- any support you require to cover the period of emergency management;
- agreement on who is best placed to contact your tenants and how they will contact them;
- agreement on how your clients will be managed through a delay or emergency.

Assessing if an immediate emergency housing need exists

Clients referred to your service by the Ministry will have completed an assessment to confirm that they have an immediate emergency housing need and are suitable for your service.

The Ministry considers a person to have an immediate emergency housing need when, on the day the client presents at your service they can show that on or sometime in the next seven days, they:

- will not be able to remain in their usual place of residence (if any);
- will not have access to other accommodation that is adequate for the needs of the client and their immediate family;
- where not providing the assistance would worsen the person's position, increase or create any risk to the life or welfare of the household, or cause serious hardship to the household;
- are unable to meet the cost of other accommodation from their resources.

It is the Ministry's expectation that where a client self-refers or is referred to you by a third party, that you will complete an assessment to determine the client's need for emergency housing (as per your services demonstrated assessment criteria).

Provider led assessments

The provider led assessment is the assessment completed by you to determine the eligibility and suitability of a client to your service when that client has not been referred to you by the Ministry.

As part of your assessment you **must** ensure that the client (and partner);

- has an immediate emergency housing need;
- meets the applicable residency, income, asset and age requirements.

The following table provides more detail on this:

Immediate emergency housing need	A client is considered to have an immediate emergency housing need when they do not have an adequate place to stay that night or in the immediate future (that is, within the next seven days).
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Residency	The client and the members of their household meet the applicable residency requirements: www.workandincome.govt.nz/pensions/travelling-or-moving/moving-to-nz/residency-requirements-for-new-zealand-benefits-and-pensions.html
Income and asset	Generally, has income below the income limits, which are: https://www.workandincome.govt.nz/map/income-support/extra-help/special-needs-grant/income-limit-01.html Generally, has assets below the asset limits, which are: www.workandincome.govt.nz/map/income-support/extra-help/special-needs-grant/cash-asset-limits-01.html
Age	The client is over the age of 18 or is aged between 16 or 17 and is financially independent. More information on financial independence for clients aged 16 or 17 can be located at: www.workandincome.govt.nz/products/a-z-benefits/youth-payment.html

Note Clients that have a Community Services Card will meet the residency and age criteria.

It is also important to ensure that a client is appropriate for your service.

The following table provides more detail on recommended requirements of your assessment or service:

Service parameters for your service	The client should meet the specifications for your service. However, with judgement (and where you've ensured the client meets eligibility criteria) you may consider providing accommodation for other clients (where you have available accommodation).
Prioritisation	You may consider prioritisation of a particular person (or household) over another person (or household). Priority should be given based on; <ul style="list-style-type: none"> • the level of a persons need; • their family circumstances (whether they have dependants or not); • their level of suitability to your service; • a referral from the Ministry in the first instance and selection of Ministry referrals whenever reasonably possible.
Tenancy agreements* (*not applicable for Emergency Housing Support Services (Motel) Agreements)	The person (or household) is obligated by the terms of the Tenancy Agreement or Flatting Sharing Agreement with the provider (where one is required).
Obligations for the	The person (or household) is willing to commit to looking for



person	alternative adequate accommodation and demonstrate that they are taking reasonable steps to find accommodation, as appropriate.
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How you verify the client's eligibility and suitability to your service is up to you.

You are required to keep evidence of your assessment process.

You may be required to demonstrate your assessment process to the Ministry to ensure that people who qualify for your service with the highest need are accessing your service.

The person (or household) that the places are being provided for will need to provide evidence that they meet the residency requirements.

Advising the Ministry of a vacancy

How to advise the Ministry of a vacancy

The Ministry has a register of vacancies containing information for a number of emergency housing providers. This register will also be used to hold your vacancy information.

The register will be used by Ministry staff to determine if you have a suitable vacant place that a client with an emergency housing need may be referred to. It is essential therefore, that this register is as up to date as practicable and vacancy information is provided in a timely manner.

You will be responsible for advising the Ministry, via your nominated Ministry Emergency Housing Case Manager, of any vacant contracted places that you have, and the type of client(s) they are suitable for.

To advise the Ministry of a vacant place, you will need to email/phone your nominated Ministry Emergency Housing Case Manager within 24 hours of the vacancy becoming available, and provide the following details:

- the type of place/s available (where you are contracted to provide a service to a particular client cohort/s;
- where the vacancy/s is situated (if you provide services from multiple locations);
- when the place/s will be available from;
- the number of vacant contracted place/s;
- client cohort the vacancy is suitable for.

The Ministry will ensure that the register is updated with the new vacancy details you have provided.

Referrals to your service

There are three ways a person may present to your service.

- a referral from the Ministry;
- a referral from a third party; or
- self-referral.

You must request a referral from the Ministry and select a client referred by the Ministry in the first instance.



Referrals from Work and Income

Clients will only be referred to your service where you have notified the Ministry that you have a vacancy. If you do not receive a referral within three days of lodging the vacancy, or if the Ministry notifies you that a suitable client cannot be identified, you will need to identify Households in Need of Emergency Housing services through your own channels.

To determine if a client is likely to be suitable for your service, case managers will conduct in-depth, face-to-face discussions with clients.

During the discussion they will also use information held by the Ministry to confirm that:

- the client has an immediate emergency housing need;
- they meet the target group of clients that your service caters for.

If the client has any other significant risk factors or potential behavioural issues that we are aware of, we will contact you to make sure you are aware of these risks, and have the opportunity to agree to or decline the client.

Where possible, the case manager will have a discussion with the client to make sure that they understand they may be asked to work with you for the duration of their involvement with your service.

Where a case manager determines that the client is suitable they will contact you via phone to confirm that:

- the client meets your eligibility criteria
- the Ministry, based on your criteria, considers the client suitable to be placed in your service.

The referral letter

A referral letter will be completed with the client's details. The client will be told to take this with them when they go to meet you. If the client does not have their referral letter, you can call your appointed Emergency Housing Case Manager for confirmation that they are indeed a Ministry referral.

See Appendix Six for an example of the referral letter

Self-referral and referrals from third parties

If a client comes to you directly for assistance or is referred by another provider you will need to:

- select a Ministry referred client whenever reasonably possible (but you are not required to select a client in an excluded cohort);
- determine if they have a genuine emergency housing need and are suitable for your service.

The client may then access your service.

Referral and service outcomes

It is expected that Ministry referrals will generally be suitable for your service and that an assessment will not need to be carried out.



You have the right not to accept a client and/or their family to one of your contracted places if it may adversely affect the safety of your staff, other clients within the service, or any other individuals associated with your organisation.

You must explain the 'Responsibilities and conditions of payment for clients accessing contracted emergency provider services' form and ensure that the client signs the form (Appendix Eleven).

If you wish to have a security deposit granted you will also need to have the client complete the highlighted section of the 'Special Needs Grant / Advance on Benefit / Recoverable Assistance Payment' form (Appendix Twelve).

Forms are to be uploaded to ShareFile.

Once you have confirmed the client's suitability for your service, you will need to advise the Ministry of your decision within 24 hours.

Referral outcome form

You will advise the Ministry of the referral¹ outcome through uploading the Emergency housing Referral outcome form (Appendix Four) to ShareFile.

Where a client referred by the Ministry is unsuitable for your service, you will need to indicate this in the form, and provide brief comments as to why they are unsuitable. The client should be referred back to the Ministry for help to obtain other emergency housing services.

For suitable clients you will indicate the successful placement on the form along with the following information:

- client's details;
- the date the client has moved into emergency housing accommodation;
- referral source;
- a copy of the occupancy agreement (where applicable);
- the amount required for a rent contribution.

See Appendix Four for an example of this form.

Emergency housing Service outcome form

When a client leaves your service you will need to complete an Emergency housing Service outcome form (Appendix Five) and upload it to ShareFile.

As well as the client's details you will also need to include:

- the date the client left the service;
- the reason why they left;
- what type of accommodation the client has found (if known);
- the new address of the client (if known).

See Appendix Five for an example of this form.

Contribution for Emergency Housing services

¹ Referrals include self-referrals and referrals from other agencies.



Tenants living in emergency housing should be paying up to 25% of their total income (but not more than the applicable market rent for the property) as a contribution to Emergency Housing services.

How to calculate the rate:

When you have confirmed the person's suitability to your service, you will need to calculate their contribution amount based on the person's income and family circumstances.

After you have advised the tenant of the amount of their contribution, you will then need to let the Ministry know. If the client is receiving financial support from Work and Income, indicate whether you want the contribution amount paid via a Work and Income benefit redirection.

You will let the Ministry know this information by completing and submitting the Emergency housing Referral outcome form (Appendix Four).

Clients receiving benefits with no other income

For people whose sole source of income is Work and Income benefits, New Zealand Superannuation or Veterans Pension, the table that has been provided in Appendix Seven shows the amount MSD expects the client to pay. The client information that we provide at referral will enable you to use this table.

The rates were calculated using:

- 25% of the most applicable main benefit, New Zealand Superannuation or Veterans Pension rate

Example:

Shane is married; has no children and he and his wife are in receipt of Supported Living Payment. Net income \$442.54/week (as at 1 April 2017).

The weekly contribution amount for this household (Married, Supported Living Payment with no children) is \$110 (25% of net income of \$442.54).

The Ministry will review these benefit and pension rates every year at 1 April in line with annual general adjustments to the benefit rates and make updates to the table accordingly.

Clients who are working or receiving benefits with other income

For people who are working or receiving benefits plus other income (such as, family tax credits or wages), you can calculate the rate using their actual or estimated income.

The rate of their contribution will be 25% of their total net income.

For examples on how to calculate the contribution rate for clients who are working or receiving benefits with other income such as family tax credits, refer to Appendix Eight.

Family Tax Credits



Family Tax Credits (FTC) are considered as income for the purposes of the client contribution amount. The amount of the contribution is based on 25% of the Family Tax category "first or only child, 0 – 15 years" regardless of the number of children.

We have calculated this amount for you as follows:

FTC 'first or only child, 0 – 15 years' (as at 1 April 2017) \$92.73	Contribution amount per day	Contribution amount per week	Contribution amount per annum
	\$3.11	\$23.18	\$1,205.36

Clients with a shared custody arrangement may also be receiving FTC for the time that they have custody of their child/ren. To calculate the contribution amount you will need to use the daily FTC contribution rate.

For examples on how to calculate the contribution rate for clients who are receiving family tax credits, refer to Appendix Eight.

Charging less than the rate calculated

There is some discretion to charge less if you choose to do so in exceptional circumstances, such as where:

- you consider the person does not have sufficient income to cover the contribution due to bankruptcy; or
- the person has no income as they are waiting for Work and Income to grant their benefit.

In both these situations, once the person is able to pay the full contribution, e.g. in subsequent weeks, you should change the amount charged to the correct rate.

Paying the contribution: Redirections from Work and Income

If the person is on a main benefit, New Zealand Superannuation or Veterans Pension, the Ministry can redirect the client's contribution amount to you, provided you have registered with Work and Income as a supplier. The supplier registration form can be found:

<https://www.workandincome.govt.nz/documents/forms/redirection-of-benefit-payment.pdf>

Note: Student Allowances cannot be redirected.

You will need to discuss with the client their contribution amount and option to redirect a portion of their benefit (if applicable) to cover the cost of the contribution. You will need to advise the Ministry if you wish the contribution to be paid by redirection of benefit.

If the person is not intending to stay longer than a week you may want to make a private arrangement and not have the redirection set up.



Benefit payments are paid one week in arrears. The start date of a redirection of benefit will be set up to reflect this. This generally means that contributions to your service will commence the week after the person starts in your service.²

If a client's benefit stops, redirections cannot be made, and you will have to request payment from the client.

Paying the contribution: People who are working

You will need to make your own payment arrangements for people who are working, and not receiving a benefit to pay their contribution.

Utilities charges

A client's contribution must not exceed 25% of their income. If your service has separate charges for the cost of utilities (power, gas, internet etc) these can be charged separately.

Clients entering your service must be advised of the amount of the charge and what the charge is in relation to before they commence their stay with your service.

Typically a utilities charge can cover:

- electricity and gas, including refilling gas bottles;
- telephone and internet;
- water consumption charges, if the water supplier charges on how much is used.

You cannot charge a utilities fee to cover:

- property rates paid to the council;
- insurance premiums for insuring the house (not the contents);
- body corporate levies if the property is part of a unit title;
- hire charges for gas bottles, if the property has gas supplied by bottles as the main form of water heating and cooking.

If your service charges a utilities fee you must indicate the amount on the Emergency housing contracted place – Referral outcome form separately to the clients contribution amount.

For more information relating to charging utilities refer to the Tenancy Services website:

<https://www.tenancy.govt.nz/rent-bond-and-bills/utilities-and-other-payments/>

Security deposit (bond)

The agreement for accommodation and the rules of stay are between you and the client. The Ministry does not accept any liability for the client not turning up, or damage or loss caused by the client (and/or anyone else staying with them).

A security deposit is to help safeguard you in the event there are losses or damages caused by the client (or anyone else staying with them). If you've asked for a security deposit, the agreed amount will be available to be claimed, if required, during, or at the end of the client's stay. It can't be used by you or the client for any other purpose. It's only to be used if there are costs for any loss or damage (covered by the security

² New Zealand Superannuation and Veterans pensions are paid fortnightly. To confirm the start date you should call your Ministry contact person.



deposit) for which the client is responsible. The Ministry will grant recoverable assistance of up to \$1,000 upon the client being placed in emergency housing.

This means you must check for any loss or damages and discuss these with the client before they leave the Property.

How the security deposit payment works:

At the beginning of the stay, you will need to explain in a manner that allows the client to understand and arrange for the client to complete a:

- Responsibilities and conditions of payment form for clients accessing contracted emergency provider services form (Appendix Eleven); and
- Special Needs Grant / Advance on Benefit / Recoverable Assistance form (Appendix Twelve).

Note that if the forms are not completed at the beginning of the stay (i.e. during or after the stay), you will not be able to claim the security deposit.

- Send both forms to your nominated MSD staff member using Sharefile. The Ministry will determine the client's eligibility for the assistance and will notify you (via Sharefile) that the forms have been accepted. If this acceptance is not given, you will not be able to claim the Security Deposit.

If the client (or anyone staying with them):

- leaves without causing any damage or loss to you, you don't need to make a claim and the Ministry does not need to make a payment or create a debt for the client
- has caused a loss or damage, you must discuss this with them. If the client agrees, you complete a Declaration for damage or loss form and submit to a local Work and Income office, along with an invoice for the Ministry to pay. A debt for the client to the Ministry is created.

The declaration can be found here: www.housing.msd.govt.nz/information-for-housing-providers/emergency-housing-providers/other-suppliers-of-emergency-accommodation.html

If the client fails to formally 'check out' of the property, you are not required to discuss the costs with the client. You can submit the declaration and invoice at the local Work and Income office. On receipt of the invoice and declaration, the local Work and Income office can pay you up to the amount of the security deposit originally granted at the start of the client's stay.

Note: If the client does not agree with the costs, the Ministry will not pay the security deposit.

As per the terms of your Outcome Agreement, it is your responsibility to maintain the property. Any disputes relating to damage to property caused by the client or money owing by the client must be raised with the client

You should refer to your Outcome Agreement for specific terms regarding property maintenance costs.



- More information on disputes resolution and your obligations and rights as a landlord can be located at the Tenancy Services website: <https://www.tenancy.govt.nz/disputes/>

The Ministry withholds the right not to pay costs that it considers are unreasonable.

Costs covered by the security deposit

A security deposit can cover actual and reasonable costs such as the following:

- any breakages or damages caused by the client to the property, whether intentional or accidental, such as damage to walls, doors, curtains or furnishings (**note** this does not include general wear and tear costs);
- losses relating to failure of the client to meet his or her obligations to you under their agreement, for example:
 - cost of replacement of items (e.g. furnishings or fittings) that the client has removed from the property;
 - any excessive cleaning charges due to the property being left in an unacceptable state (this must be over and above the normal level of cleaning required);
 - failure to pay their contribution;
 - cost of replacement property key(s).

Costs that are not covered by the security deposit

The security deposit does not cover:

- telephone, internet or pay-television charges;
- mini-bar;
- laundry charges;
- meal charges;
- storage of excessive goods;
- car parking;
- power charges;
- water charges.

You won't be able to invoice the Ministry:

- for more than the agreed amount of the security deposit;
- for loss or damage identified after a client has moved out of the property if they met with you before they moved out;
- where the client disagrees with the amount of, or responsibility for, the costs of loss or damage;
- where costs are not actual and reasonable;
- where costs are for fair wear and tear.

In these instances you'll need to follow this up with the client.

If the Ministry pays any of the security deposit on the client's behalf and the client doesn't agree with the amount they've been charged, this will be a dispute between you and the client, not the Ministry. The client will need to resolve this dispute with you through your normal dispute resolution process.



Your obligations when a client is in Emergency Housing

While the client is accessing your service you will:

- provide appropriate emergency housing services for people with an emergency housing need for an average maximum stay of up to 12 weeks (in some instances a client's stay may exceed 12 weeks);
- advise the Ministry of any risks associated with the client, if any risks are identified;
- work with each client to identify and manage issues that arise in relation to their stay in emergency housing (such as the suitability of the emergency housing and any damage caused by the client);
- if the client is not in receipt of financial assistance from the Ministry, make payment arrangements with the client for their contribution for Emergency Housing services;
- develop an individual transition plan, including clear documented actions (for both the client and the provider) to address any health and/or social needs that are a challenge to the client sustaining a long term tenancy;
- carry out the actions in the client's transition plan, including ensuring the client makes and attends appointments with relevant social sector services such as health, budgeting or drug and alcohol services as applicable;
- assist each client to access sustainable housing that matches their needs by identifying and assisting the client to secure long-term housing and to move into that housing;
- regularly meet with each client for a period of up to 12 weeks following the date the client leaves your service, to ensure that any issues that may threaten the sustainability of the new accommodation are identified and addressed early.

Transitioning clients from your service

You are required to work with the client to support them to transition from your service into longer-term accommodation at the end of their stay, including the development of a transition plan.

Transition plan

While the client is in your service you are required to work with them to develop an individualised transition plan to help them and the members of their household:

- improve their financial stability;
- access longer-term housing that is suitable to them and their family's needs.

Each plan must be unique to the client and should show:

- the steps you and the client will take;
- what other services/resources the client will use and/or access.

Transitioning a client into private accommodation

Clients should be encouraged, where possible, to move into longer-term, sustainable private accommodation (rental, boarding and home ownership).



The Ministry has a range of products and services that can support clients into private accommodation. By working with the client and the Ministry you may be able to identify if the client will be able to sustain private accommodation.

Transitioning a client into social housing

For some clients, it may be appropriate to transition into a social housing property. You can support them to do this by encouraging them to apply for social housing or, where they are already on the social housing register, to update their circumstances.

If the client is already on the Ministry's social housing register, and their stay with you is due to end within the next seven days, you should advise the client to make contact with the Ministry to advise the end date to allow their priority rating to be reviewed. If the client has appointed you as an agent or has completed the Housing privacy consent form, you are also able to contact the Ministry to update their circumstances.

Clients leaving your service

When clients leave your service you will need to promptly advise the Ministry, and include the date they left. This will allow the Ministry to ensure that any redirection of benefit is stopped from the appropriate date.

Once the tenancy end dates have been finalised, you will need to complete the appropriate sections of the Emergency housing Service outcome form (Appendix Five). There is a section to advise the reason why the client has left the service and a 'Comments' section for you to complete. Examples of the type of information the Ministry is looking for include:

- details on the type of accommodation the client is moving to (if known);
- any key concerns you have that could impact on the client's ability to maintain longer-term accommodation.

The form will need to be uploaded in to ShareFile within 24 hours of the tenancy ending. Upon receiving the form, your Ministry contact will update Ministry systems as required.

Where you have a new vacancy to fill, you must advise the Ministry that you are seeking a new referral. Priority for suitable Ministry referrals should be given whenever reasonably possible.

Note: Ministry clients are also obligated to advise the Ministry of changes in their circumstances.

Extending a client's stay

Generally a client's stay should not exceed 12 weeks, however where a client continues to have an emergency housing need, and you are satisfied that the client has taken all reasonable actions to address their housing need (these actions may be part of their transition plan), you can extend their stay beyond 12 weeks.

Where you have decided to extend a client's stay past 12 weeks you must complete a Service extension form (Appendix Ten).

The form will need to be uploaded in to ShareFile. Upon receiving the form, your Ministry contact will update Ministry systems as required.



Transferring sitting tenants

If you also provide social housing³ you may (where appropriate), transfer a client staying in emergency housing to a social housing property following the 'identified suitable client' process (as described in your social housing operational guidelines document).

www.housing.msd.govt.nz/information-for-housing-providers/irrs-tenancies/

Note: clients transferring from an emergency housing property to social housing property must be on the social housing register.

*Substituting properties

(*not applicable for Emergency Housing Support Services (Motel) agreements)

In line with your Outcome Agreement you are able to substitute other properties in your portfolio for use as an Emergency Housing accommodation. Substituted properties can be substituted on a 'like for like' basis. Properties must:

- have the same typology;
- be in a similar location;
- with similar characteristics.

Before substituting properties you must consult with your Regional Contracts Manager and advise the Strategic Purchasing team at MSD National Office.

Reporting and monitoring

You will be required to complete monthly and quarterly reports as per the terms of your Outcome Agreement and upload to the Emergency Housing Contracts folder in ShareFile.

The Regional Contracts Manager will monitor your service on a quarterly basis or as otherwise agreed in writing. They will be monitoring the service on performance measures as per your Outcome Agreement. For example:

- an average occupancy rate of at least 90%;
- an average household stay in emergency accommodation of 12 weeks or less;
- at least 10% of clients leaving the service access longer-term accommodation in the private rental market.

You will receive a reporting template via email from the Ministry on which you can record the relevant information for reporting purposes. Both the monthly report and the quarterly Availability Report are due within 10 business days following the start of the applicable month.

Refer to Appendix Thirteen for a table specifying the due dates for all reports.

Monthly reporting

You will collect the following information (for each household member) and on a monthly basis and forward it to the Regional Contracts Manager via ShareFile:

- client full name;
- client date of birth;
- client gender;

³ Dependant on the Contract you have with the Ministry



- client SWN (if known);
- referral source;
- reason for requiring Emergency Housing;
- emergency accommodation address;
- place identifier (for property);
- start date of residency;
- end date of residency;
- weekly contribution amount;
- housing destination on exit;
- any other comments.

Please see Appendix Nine for a copy of the report.

***Quarterly reporting - Unavailability report**

(*not applicable for Emergency Housing Support Services (Motel) agreements)

Each quarter you will be required to prepare an invoice for payment. Alongside your invoice you will need to ensure all reporting is complete including the Unavailability Report. The Unavailability Report lists which properties were unavailable during the quarter. The Emergency Housing accommodation can be unavailable for the following reasons or longer with approval from the Ministry:

- for 7 days immediately after the previously placed household has vacated for cleaning purposes; or
- for 11 days after the immediately previously placed household has vacated for property maintenance purposes; or
- when deemed by any statutory authority or agency as unsafe or uninhabitable.

The Unavailability Report must be completed for any instance where the property is unavailable for a period longer than described above and the Ministry has not given its prior approval.

Please refer to the Unavailability clause of your Emergency Housing Outcome Agreement for further clarification.

You will need to provide the following information and on a quarterly basis forward it to the Regional Contracts Manager via ShareFile:

- address;
- place Identifier;
- contract Reference Number;
- unavailable Start Date;
- unavailable End Date;
- reason for property being unavailable;
- grace Days (if different for the standard number of days);
- number of consecutive unavailable days;
- daily Unavailability Rate;
- total Unavailability Amount;
- MSD Approval (Y/N);
- MSD Approved Date;
- comments.

Please see Appendix Nine for a copy of the report.

Risk and issues management



The Ministry and providers will work closely to mitigate risks and resolve any issues as they arise.

The list below identifies the types of risks that should be escalated immediately, but is not exhaustive:

- a privacy breach;
- a health and safety incident where any staff of either or both agencies are at risk;
- a media inquiry that might affect both agencies;
- representation from Ministers or MPs that might affect both agencies.

The table below outlines two examples of issues and the required responses for each.

Risk	Type of risk	Provider actions	Ministry actions
High (Critical)	A privacy breach	<ul style="list-style-type: none"> • notifies the Regional Contracts Manager by telephone • completes a written summary of the critical risk • uploads the completed risk summary via ShareFile to the Regional Contracts Manager. 	<ul style="list-style-type: none"> • receives the notification and initiates the internal escalation process to ensure the appropriate region is aware of the breach.
	A service delivery operational issue	<ul style="list-style-type: none"> • notifies the nominated emergency housing MSD case manager by telephone • completes a written summary of the critical risk • uploads the completed risk summary via ShareFile to the nominated emergency housing MSD case manager. 	<ul style="list-style-type: none"> • receives the notification and escalates to their service centre manager and the regional commissioner advisor • notifies the Regional Contracts Manager.

Receiving and resolving

Each agency will be responsible for managing risks, issues and complaints that are made about their services, including when the matter is not able to be resolved.

Wherever possible, risks and issues should be resolved at a local level first. If the issue cannot be resolved at a local level it may be escalated to the Regional Contracts Manager.



Should you be unsure of whether a risk issue should be escalated and to whom, contact the Regional Contracts Manager in the first instance, and they can advise you on next steps.



Appendix One – Definitions

The table below outlines the commonly used terms and their definition used throughout these guidelines.

Term	Definition
Agent	A nominated person or organisation that can act on behalf of a Ministry client.
Assessment	Assessment of eligibility and suitability to enter into a service supplied by a provider.
Emergency Housing Register	A database that allows Ministry frontline staff to search for vacant contracted places with emergency housing providers that are available to address a client's emergency housing need.
Beneficiary	Includes New Zealand Super and Veterans Pension – excludes Student Allowance.
Change in circumstance	Change to a person's financial or family situation that may affect their application for social housing or their entitlement to financial assistance from the Ministry.
Contracted Provider	An Emergency Housing provider who is contracted by the Ministry to provide services for people who need emergency housing.
Emergency Housing	Emergency housing refers to premises that are intended to be used as temporary accommodation by people who have no usual place of residence or who are unable to stay in their usual place of residence (whether or not it is also used as temporary accommodation by other people).
Contribution for Emergency Housing Services	Up to 25% of a client's net income paid on a weekly basis as a contribution to receiving Emergency Housing services.
Nominated Emergency Housing case manager	The liaison between Emergency Housing providers and the Ministry of Social Development who deals with client administration.
Iron Key	Is a secure portable USB flash drive to collect and exchange information between the Ministry and Contracted Providers. This applies only when the Ministry Business Continuity Plan



	has been activated.
Longer-term housing	An accommodation solution which is longer than 3 months and is sustainable for the client. It may include alternative housing (e.g. rental, flatting or boarding in private market, home ownership) or social housing.
Vacant contracted place	A vacant contracted place can be for an individual or family. A vacant contracted place for an individual will only require one bed, while a place for a family will obviously need more than one bed.
Redirection of benefit	Where part of a client's benefit is paid directly to an organisation, or to a provider for a rent contribution.
Referral	A client referred to a contracted provider for assistance with an emergency housing need.
ShareFile	The secure portal used for transfer of client information between the Ministry and providers.
Short term housing	Accommodation that provides a stable place for the individual or family to stay while their needs can be understood and addressed and until a longer term accommodation solution can be found.
Sustainable housing	The client is able to sustain a private or social housing arrangement, taking in to account any financial management abilities, social skills or known expected changes in situation that may arise.
Vacancy	An available place that can be occupied immediately.



Appendix Two – Ministry's Business Continuity Plan

This section details the Ministry's business continuity plan in the event that ShareFile is unavailable.

The Ministry will advise you when the business continuity plan will be activated.

Business continuity process

The process is around the method of exchanging information, not the information to be exchanged. Should ShareFile become unavailable, the Ministry will revert to exchanging client sensitive information through an encrypted memory stick, known as an 'iron key'.

Iron key process

If the Ministry notifies you that the business continuity process has been put in place and that the Iron Key process will be used, they will also advise you the name and contact details of your local 'iron key runner'.

This means that the nominated person will come to you to download and upload all forms related to:

- successful referrals to your service;
- any monthly reporting that may be due.

Under no circumstances can any client information, forms or templates be emailed. When you have information ready to be collected you telephone your nominated person and arrange a time for collection. This person will then come to your office, download the information to the iron key and take it back to the local office where they will complete any action on the client's record(s) or on send the information to the Relationship Manager (Contracts). If information needs to come back to you, the nominated emergency housing case manager or the Relationship Manager (Contracts) will email it to the 'iron key runner' who will contact you and arrange a time to deliver it to you. They will then download the information on to your system.

This process will continue only until the ShareFile issue is resolved. The Ministry will advise you when to revert back to the business as usual process.

If you have any concerns about moving to the Ministry's business continuity plan, contact the Relationship Manager.



Appendix Three – Housing Privacy Consent Form



Housing privacy consent form

This form records your consent for the Ministry of Social Development (MSD) and other organisations to share between them information they hold about you.

Giving your consent to share this information will help MSD and those other organisations to give you a better response to your housing need.

Client number

000 | 0000 | 0000

Full name:

Day Month Year

Date of birth:

Address:

Flat / House Number Street Name

Suburb

Town / City

Consent

I authorise MSD and the organisations named below to share the following information they hold about me:

- copy of assessments of:
 - my eligibility for social housing (including housing need)
 - my property requirements
- copies of information I have given in support of any application for housing or housing-related assistance (including credit checks).

My authorisation covers all information held by MSD and the selected organisations on the date this form is signed, as well as information held by them in the future, until I withdraw my consent.

I understand I can withdraw my consent at anytime in writing to MSD.

Organisations:

Client Signature:

Day Month Year

Date:

Once Signed, this consent allows MSD and the selected organisations to disclose the authorised information to each other under Principle 11 (d) of the Privacy Act 1993.



Appendix Four – Emergency Housing Referral Outcome Form



Emergency housing Referral outcome form

This form is to record the outcome of a client who is considered for emergency housing. Please complete all relevant sections on this page and return to MSD

Client information (must be completed by the provider)

Client name	Click here to enter client name.
Date of birth	Click here to enter date of birth.
MSD Client Number (if known)	Click here to enter clients 9-digit Client Number.
Contact phone number	Click here to enter phone number.
Number of people in client's household	Choose an item.
Source of referral	Choose item
Name of agency referred (if third party referral)	Click here to enter agency name.

☒ Referral

(select and complete this section for clients referred to your service)

Client has been accepted for a contracted place?	<input type="radio"/> Yes	<input type="radio"/> No <i>(If no, please complete comments)</i>
If not successful, please select general reason	Choose an item.	
Comments <i>(complete only if client is unsuccessful)</i>		
Date client is moving in	Click here to enter a date.	
Rent contribution amount	\$ Click here to enter rent amount.	



Appendix Five – Emergency Housing Service Outcome Form



Emergency housing Service outcome form

This form is to record the outcome of a client that has left your service for any reason. Please complete all relevant sections on this page and return the form to MSD

Client information (must be completed by the provider)

Client name	Click here to enter client name.
Date of birth	Click here to enter date of birth.
MSD Client Number (if known)	Click here to enter client's 9-digit client number.
Date client started in service	Click here to enter a date.



Service Outcome

(select and complete this section for clients who have left your service)

Date client left service	Click here to enter a date.
Reason client left service	Choose an item.
If the client has found other accommodation, what type of accommodation?	Choose an item.

Enter address details of new accommodation (if known)

Comments (any further comments about client exiting service)



Appendix Six – Referral Letter

[insert current date]

IN CONFIDENCE

Provider Name

Provider physical Address Line

Provider City

LETTER OF REFERRAL FOR AN EMERGENCY HOUSING CONTRACTED PLACE

Dear provider

We are referring the following client to you for an emergency housing place. Where applicable we have also included details of others in their household who are to be placed with the client.

Client name: *[insert client name]*

Date of birth: *[dd/mm/yyyy]*

Gender: *[insert gender]*

Benefit: *[Main benefit type, if no benefit then 'Not on benefit']*

Client Number: *[9 digit number]*

Number of people in household: Adults: *[insert number]*

Children (aged 18 years and under) (insert number)

Full name(s) of all members of client's household: *[Full names of all members separated by commas]*

Client Risk: *[Significant risk factors and / or potential behavioural issues that MSD is aware of]*

Please don't hesitate to contact me if you have any questions.

Yours sincerely

Case Manager

Appendix Seven - Contribution amounts for Beneficiaries as at 1 July 2018

Household Type	Income per week	25% of benefit income	25% of Family Tax Credit payable	Total amount of contribution (Rounded down)
Youth Payment - Single young person aged 16 - 17 years (no children)	\$179.44	\$44.86	\$0.00	\$44.00
Young Parent Payment - Married, de-facto couple aged 16-17 years (with children)	\$384.50	\$96.12	\$28.26	\$124.00
Young Parent Payment - Sole parent aged 16-17 years (with children)	\$334.05	\$83.51	\$28.26	\$111.00
Job Seeker Support - Single person aged 18 - 24 years (no children)	\$179.44	\$44.86	\$0.00	\$44.00
Job Seeker Support - Single person aged 25+ years (no children)	\$215.34	\$53.83	\$0.00	\$53.00
Job Seeker Support - Married, civil union, de-facto couple 18 years or over (no children)	\$358.88	\$89.72	\$0.00	\$89.00
Job Seeker Support - Married, civil union, de-facto couple 18 years or over (with children)	\$384.50	\$96.12	\$28.26	\$124.00
Job Seeker Support - Single, and receiving Domestic Purposes Benefit woman alone or Widows Benefit woman alone, before 15 July 2013 (no children)	\$224.28	\$56.07	\$0.00	\$56.00
Job Seeker Support - Sole Parent (with children)	\$334.05	\$83.51	\$28.26	\$111.00

Household Type	Income per week	25% of benefit income	25% of Family Tax Credit payable	Total amount of contribution (Rounded down)
Sole Parent Support (with children)	\$334.05	\$83.51	\$28.26	\$111.00
Supported Living Payment – Single aged 16 – 17 years (no children)	\$217.80	\$54.45	\$0.00	\$54.00
Supported Living Payment – Single aged 18 years and over (no children)	\$269.15	\$67.29	\$0.00	\$67.00
Supported Living Payment – Married, civil union, de-facto couple 18 years or over (no children)	\$448.56	\$112.14	\$0.00	\$112.00
Supported Living Payment – Married, civil union, de-facto couple 18 years or over (with children)	\$474.18	\$118.54	\$28.26	\$146.00
Supported Living Payment – Sole Parent (with children)	\$379.19	\$94.80	\$28.26	\$123.00
NZ Super or Veterans Pension – Single living alone	\$400.87	\$100.22	\$0.00	\$100.00
NZ Super or Veterans Pension – Single sharing accommodation	\$370.03	\$92.51	\$0.00	\$92.00
NZ Super or Veterans Pension – Married, civil union, de-facto, both qualify	\$616.72	\$154.18	\$0.00	\$154.00

Note: The contribution amounts in this table are calculated using:

- 25% of the most applicable main benefit or New Zealand Superannuation net rate; and
- 25% of the Family Tax Credit category 'first or only child, 0 - 15 years'.



The Ministry will review these rates every year at 1 April in line with annual general adjustments to the benefit rates.

Appendix Eight – Contribution amounts for non-beneficiaries as at 1 July 2018

Yearly income - from	Yearly income - to ⁴	Weekly rent contribution ⁵	Weekly rent contribution where receiving working for families tax credits ⁶
\$15,000	\$19,999	\$96	\$124
\$20,000	\$24,999	\$120	\$148
\$25,000	\$29,999	\$144	\$172
\$30,000	\$34,999	\$168	\$196
\$35,000	\$39,999	\$192	\$220
\$40,000	\$44,999	\$216	\$244
\$45,000	\$49,999	\$240	\$268
\$50,000	\$54,999	\$264	\$288
\$55,000	\$59,999	\$288	\$316
\$60,000	\$64,999	\$312	\$340

⁴ Calculations are based on the higher income.

⁵ The weekly rent contribution cannot exceed the weekly market rent for the property the client has a place in

⁶ This calculation applies to clients with children receiving Working for Families tax credits



\$65,000	\$69,999	\$336	\$364
\$70,000	\$74,999	\$360	\$388
\$75,000	\$79,999	\$384	\$412
\$80,000	\$84,999	\$408	\$436
\$85,000	\$89,999	\$432	\$460
\$90,000	\$94,999	\$456	\$484
\$95,000	\$99,999	\$480	\$508
\$100,000	\$104,999	\$504	\$532
\$105,000	\$109,999	\$528	\$556
\$110,000	\$114,999	\$552	\$580
\$115,000	\$119,999	\$576	\$604

Clients with a shared custody arrangement may also be receiving FTC for the time that they have custody of their child/ren. To calculate the contribution amount you will need to use the daily FTC contribution rate.

Provider Monthly Report

Provider Name:	
Contract Reference:	
Report Period (month end date)	

Provide for EACH household member. (Household members share the same unit, place or room)

[illegible]



Referral Source		Description and examples of reason
This Contracted Provider	Moved from another unit, place or address (same provider)	
Work And Income (MSD)	WINZ / MSD	
Other Service Providers	Includes any other social services agency or community group	
Self Referral	Walk ins, no referral source	
Transfer From Another EH Provider	Referred from another provider of EH services	
Family / Whanau	Family Or Whanau	
Reason for Requiring EH		Description and examples of reason
Homelessness	Sleeping Rough	
Overcrowding	Sleeping in sheds, on mattresses etc	
Eviction	Going to be or Recently Evicted	
Family / Whanau Issues	Family conflict or problems affecting living situation	
Financial Issues	Not able to afford accommodation	
Criminal Justice Issues	Not able to find accommodation due to criminal records etc	
Mental Health Issues	Not able to find accommodation due to mental health issues	
Drug or Alcohol Issues	Not able to find accommodation due to drug and alcohol issues	
Other Health Issues	Not able to find accommodation due to other health issues	
Safety Issues	Home is unsafe due to domestic violence (including LGBT safety issues)	
Unsuitable Accommodation	Accommodation not the right size or accessible property required	
Destinations		Description and examples of reason
Social Housing (including HNZ)	Moved to a Social Housing property (Housing NZ or others)	
Family / Whanau	Moved in with family, whanau or friends	
Motel, lodge or boarding house	Moved to a motel, lodge or boarding house	
Transferred to Emergency Housing Pro	Household moved to another EH provider	
Private Rental	Moved into a private rental	
Remanded or Arrested	Client was remanded or arrested	
Removed From Service By Provider (C	Client was removed from the service , please add a comment	
Unknown - Voluntarily Left Service (Con	Client left or did not return, destination unknown. Please add a comment	



Unavailability Report

Emergency Housing Availability Report - Quarterly Report (Insert additional rows as required)

Provider Name:		Unavailable means that a property is not housing a placed household. (a) At first 10 days after the furnished property placed household left the property, after clearing was required or (b) At least 11 days after the immediately previous placed household left the property where the 2nd placement needed to be undertaken on the property between placed households. (if such longer number of Business Days as HSD has given as pre-requisite to where HSD has agreed that repairs or maintenance to the property may take longer than 10 Business Days to be complete)
Contract Reference:		
Report Period (quarter and date)		

[illegible]

Unavailable reason	Cleaning	Maintenance
1. No time	1. No time	1. No time
2. No money	2. No money	2. No money
3. No knowledge	3. No knowledge	3. No knowledge
4. No access	4. No access	4. No access
5. No interest	5. No interest	5. No interest
6. No information	6. No information	6. No information
7. No motivation	7. No motivation	7. No motivation
8. No resources	8. No resources	8. No resources
9. No support	9. No support	9. No support
10. No training	10. No training	10. No training
11. No equipment	11. No equipment	11. No equipment
12. No materials	12. No materials	12. No materials
13. No facilities	13. No facilities	13. No facilities
14. No staff	14. No staff	14. No staff
15. No management	15. No management	15. No management
16. No policy	16. No policy	16. No policy
17. No strategy	17. No strategy	17. No strategy
18. No vision	18. No vision	18. No vision
19. No mission	19. No mission	19. No mission
20. No goals	20. No goals	20. No goals
21. No objectives	21. No objectives	21. No objectives
22. No plans	22. No plans	22. No plans
23. No procedures	23. No procedures	23. No procedures
24. No standards	24. No standards	24. No standards
25. No benchmarks	25. No benchmarks	25. No benchmarks
26. No indicators	26. No indicators	26. No indicators
27. No measures	27. No measures	27. No measures
28. No actions	28. No actions	28. No actions
29. No results	29. No results	29. No results
30. No impact	30. No impact	30. No impact
31. No benefits	31. No benefits	31. No benefits
32. No costs	32. No costs	32. No costs
33. No risks	33. No risks	33. No risks
34. No opportunities	34. No opportunities	34. No opportunities
35. No challenges	35. No challenges	35. No challenges
36. No threats	36. No threats	36. No threats
37. No strengths	37. No strengths	37. No strengths
38. No weaknesses	38. No weaknesses	38. No weaknesses
39. No advantages	39. No advantages	39. No advantages
40. No disadvantages	40. No disadvantages	40. No disadvantages
41. No pros	41. No pros	41. No pros
42. No cons	42. No cons	42. No cons
43. No positives	43. No positives	43. No positives
44. No negatives	44. No negatives	44. No negatives
45. No good	45. No good	45. No good
46. No bad	46. No bad	46. No bad
47. No better	47. No better	47. No better
48. No worse	48. No worse	48. No worse
49. No best	49. No best	49. No best
50. No worst	50. No worst	50. No worst
51. No ideal	51. No ideal	51. No ideal
52. No perfect	52. No perfect	52. No perfect
53. No complete	53. No complete	53. No complete
54. No full	54. No full	54. No full
55. No total	55. No total	55. No total
56. No all	56. No all	56. No all
57. No every	57. No every	57. No every
58. No each	58. No each	58. No each
59. No one	59. No one	59. No one
60. No any	60. No any	60. No any
61. No some	61. No some	61. No some
62. No many	62. No many	62. No many
63. No much	63. No much	63. No much
64. No little	64. No little	64. No little
65. No few	65. No few	65. No few
66. No more	66. No more	66. No more
67. No less	67. No less	67. No less
68. No most	68. No most	68. No most
69. No least	69. No least	69. No least
70. No between	70. No between	70. No between
71. No among	71. No among	71. No among
72. No against	72. No against	72. No against
73. No above	73. No above	73. No above
74. No below	74. No below	74. No below
75. No inside	75. No inside	75. No inside
76. No outside	76. No outside	76. No outside
77. No within	77. No within	77. No within
78. No without	78. No without	78. No without
79. No under	79. No under	79. No under
80. No over	80. No over	80. No over
81. No through	81. No through	81. No through
82. No across	82. No across	82. No across
83. No from	83. No from	83. No from
84. No to	84. No to	84. No to
85. No at	85. No at	85. No at
86. No in	86. No in	86. No in
87. No on	87. No on	87. No on
88. No by	88. No by	88. No by
89. No for	89. No for	89. No for
90. No with	90. No with	90. No with
91. No without	91. No without	91. No without
92. No against	92. No against	92. No against
93. No above	93. No above	93. No above
94. No below	94. No below	94. No below
95. No inside	95. No inside	95. No inside
96. No outside	96. No outside	96. No outside
97. No within	97. No within	97. No within
98. No without	98. No without	98. No without
99. No under	99. No under	99. No under
100. No over	100. No over	100. No over

MSD Approval Received
Yes
No



Provider Narrative Report – Quarterly Report (Optional)

1. *Describe how the clients' benefited from the service and provide examples of success stories.*
2. *What trends, issues and or impacts did you identify for the client group that influence your outcomes?*
3. *Describe the strategies or practises you developed to move clients from Emergency Housing Accommodation to the private sector.*

Guidance Notes:

This information could be sourced through client (or agencies) feedback forms, provider assessments and Service evaluations. Note that the information provided should be non-identifying.

In providing examples of success stories, consider the following:

- Background and presenting problems
- The types of support given to bring about change
- The changes or differences made by the client or community, e.g. knowledge, skills, attitude, behaviour and life circumstances.



Appendix Ten – Emergency Housing – Service Extension Form



Emergency housing Service extension form

Use this form to record client details when you must extend their stay past 12 weeks.

Client information (must be completed by the provider)

Client name	Click here to enter client name.
Date of birth	Click here to enter date of birth.
MSD Client Number (if known)	Click here to enter client's 9-digit client number.
Date client started in service	Click here to enter a date.

Please provide details of why the client still requires emergency housing accommodation.

Please provide details of the steps the client has taken to find sustainable accommodation.

Has the client applied for social housing?

☐ Yes ☐ No

Has the client applied for a private rental?

☐ Yes ☐ No

Please detail any other steps the client has taken to obtain housing.

What support do you think would benefit the client to assist them in finding sustainable accommodation?



Appendix Eleven – Responsibilities and conditions of payment form

Responsibilities and conditions of payment for clients accessing contracted emergency provider services

You have accepted an offer made by *[contracted provider name]* a MSD contracted emergency housing provider. This letter explains what you need to know and asks you to confirm that you understand your responsibilities.

You need to know that:

- The agreement you have with *[contracted provider name]* (including rules of stay and what happens if you break these rules), is between you and the Emergency Housing provider only and does not involve us.
- You must contribute 25% of your income towards Emergency Housing services plus any additional accommodation costs you may be charged.
- You will be responsible for any costs for damages or losses caused by you or anyone staying with you.
- While you are in this accommodation you need to make a reasonable effort to find other long term accommodation.
- If you are unable to stay in the accommodation because you have broken the rules of stay, and still need help with emergency housing, we may not assist you with further emergency housing assistance.

Security deposit payment

As part of housing you with *[contracted provider name]*, we have also approved a security deposit of \$XXX. *[contracted provider name]* requires this as security against loss (such as any breakages or damage to the property whether intentional or accidental) before they will allow you to stay. If this money is needed, you will have to pay it back to us.

The security deposit cannot be used to cover costs that are not for accommodation. For example, it will not cover any of the following:

- Telephone, internet or pay-television charges.
- Utilities.
- Meal charges.
- Storage of excessive goods.
- Laundry services.
- Car-parking.

Vacating the accommodation at the end of your stay

You will need to vacate the accommodation at the end of your stay at *[contracted provider name]*. It is very important you do this so that *[contracted provider name]* can confirm if you have any costs to pay from the security deposit.

When you vacate, *[contracted provider name]* will check for any loss or damages, and discuss these costs with you (if there are any). If they need to use some of the security deposit for these costs, and you agree, they will ask us to pay these costs on your behalf. You will have to pay this back to us.

If you don't vacate before you leave and *[contracted provider name]* has loss or damages costs, they will also ask us to pay these costs on your behalf. You will also have to pay this back to us.



We will not pay on your behalf, costs for any loss or damage that:

- is more than the amount approved for the security deposit
- The accommodation provider has discussed with you and you did not agree that the loss or damage was your responsibility, (the dispute will remain between you and the accommodation provider).

We will not pay on your behalf, costs other than those for loss or damage (eg we will not pay phone or internet usage costs).

Please confirm you understand the conditions of the Ministry of Social Development (MSD) payment

By signing this I understand that:

- if MSD makes any payments to the accommodation provider, these are on my behalf;
- the agreement for providing accommodation (including rules of stay and what happens if I break these rules), are between the provider and myself, and that MSD has nothing to do with that agreement;
- MSD will not be responsible for costs of any damages or losses for which I or anyone staying with me is responsible for;
- if there are costs that MSD won't pay on my behalf the provider will follow these up with me;
- if I do not make a reasonable effort to find alternative accommodation, including taking the steps I have agreed with MSD, without a good reason, or cannot stay in the emergency accommodation because I have broken the rules of stay, MSD may not assist me with further emergency housing assistance.
- if any of the security deposit is used, I will have to pay this back to MSD;
- if there are any costs for losses or damages that I accept I am responsible for or I do not complete the checkout process with the provider, MSD will pay these costs on my behalf (up to the amount approved) and I will need to pay this back to MSD;
- if I do not accept I am responsible for any costs that the provider says I am responsible for, this is to be resolved between me and the provider (not MSD).

Declaration;

I agree, if required, to pay back any recoverable payment if Work and Income asks me to. The responsibilities and conditions of payment have been explained to me.

If I need clarification on the responsibilities and conditions of payment, I will contact MSD to discuss.

Client SWN:

Client's name:

Date:

Client's signature:

Office use only

Client given signed copy

☐


Signed copy scanned and sent to MSD via Sharefile with Special Needs Grant form completed by the client

☐



Appendix Twelve – Special Needs Grant / Advance on Benefit / Recoverable Assistance Payment form

Special Needs Grant/Advance on Benefit/Recoverable Assistance Payment



Work and Income
Te Hiranga Tangata
A service of the Ministry of Social Development

CLIENT NUMBER

Client details

Q4 note: Give the gross amount of money you and your partner/spouse get from wages, salary, business income, or other sources. (Do not include benefit.)

Q5 note: Give the amount of money you have in savings accounts, Bonus Bonds, shares, investments, etc.

1. What is your name?

First name(s)
Surname or family name
2. Where do you live?

Rat/house no.
Street name

Suburb
City
3. What is your contact phone number?
4. What is your weekly income? \$
5. What savings and investments do you have? \$
6. How much money do you require? \$
7. Please provide reasons why you need this money below:

Statement

Please read the statement carefully before you sign it.

The information I have given is true and I have not left anything out. I agree, if required, to pay back any recoverable payment if Work and Income asks me to. The conditions of payment have been explained to me.

Client's name (print)

Client's signature

Date
Day Month Year

OFFICE USE ONLY Has the Decision Summary Sheet been completed? (This is mandatory – see over.) ☐ Yes

☐ Benefit due
☐ SNG
☐ Advance
☐ Recoverable Assistance Payment

Decision: ☐ Approved
☐ Declined
☐ Non-recoverable
☐ Recoverable

Service Centre Manager's discretion utilised:
☐ Yes ☐ No

Payment to be made to	Assistance for	Amount
1.		\$
2.		\$
3.		\$
Total		\$
Recovery rate		\$

Case Manager's signature

Authenticator's signature

Service Centre Manager's signature

Cheque issuer: Cheque numbers

Cheque issuer's signature

Date
Day Month Year

Type of identification

S12 – MAY 2013

1



Appendix Thirteen – Due Dates for Monthly and Quarterly Reports

Month and Year	Monthly Report Due Date	Quarterly Unavailability Report Due Date
Jul 2017	14 Aug 2017	
Aug 2017	15 Sep 2017	
Sep 2017	13 Oct 2017	13 Oct 2017
Oct 2017	14 Nov 2017	
Nov 2017	14 Dec 2017	
Dec 2017	12 Jan 2018	12 Jan 2018
Jan 2018	14 Feb 2018	
Feb 2018	14 Mar 2018	
Mar 2018	13 Apr 2018	13 Apr 2018
Apr 2018	14 May 2018	
May 2018	14 Jun 2018	
Jun 2018	13 Jul 2018	13 Jul 2018
Jul 2018	15 Aug 2018	
Aug 2018	14 Sep 2018	
Sep 2018	15 Oct 2018	15 Oct 2018
Oct 2018	15 Nov 2018	
Nov 2018	14 Dec 2018	
Dec 2018	16 Jan 2019	16 Jan 2019
Jan 2019	18 Feb 2019	
Feb 2019	15 Mar 2019	
Mar 2019	15 Apr 2019	15 Apr 2019
Apr 2019	15 May 2019	
May 2019	17 Jun 2019	
Jun 2019	15 Jul 2019	15 Jul 2019
Jul 2019	15 Aug 2019	
Aug 2019	13 Sep 2019	
Sep 2019	15 Oct 2019	15 Oct 2019
Oct 2019	15 Nov 2019	
Nov 2019	13 Dec 2019	



Dec 2019	16 Jan 2020	16 Jan 2020
Jan 2020	17 Feb 2020	
Feb 2020	13 Mar 2020	
Mar 2020	17 Apr 2020	17 Apr 2020
Apr 2020	15 May 2020	
May 2020	15 Jun 2020	
Jun 2020	15 Jul 2020	15 Jul 2020
Jul 2020	14 Aug 2020	
Aug 2020	15 Sep 2020	
Sep 2020	15 Oct 2020	15 Oct 2020
Oct 2020	13 Nov 2020	
Nov 2020	15 Dec 2020	

