



9 December 2022

Tēnā koe

On 25 October 2022, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *All briefings or similar documents to the Minister for Social Development regarding the review of the emergency housing system, and her responses, between October 25 2021 to October 25 2022.*
- *A list of documents held by the Ministry of Social Development regarding the review of the emergency housing system, their dates and a brief explanation of their contents, created between October 25 2021 and October 25 2022.*

On 1 November 2022, the first part of your request was transferred to the Office of Hon Carmel Sepuloni, Minister for Social Development and Employment, for response.

On 22 November 2022, the Ministry extended the amount of time needed to respond to the second part of your request until 9 December 2022. The reason for the extension was that consultations necessary to make a decision on the request were such that a proper response to the request could not reasonably be made within the original time limit.

Demand for housing across New Zealand is growing and more people are experiencing a severe and immediate need. This demand is generated by a shortage of affordable housing driving up house prices and rents. People on low incomes are most affected by rising housing costs and many seek financial help through the Ministry.

The Emergency Housing Special Needs Grant (EH SNG) is available to people who cannot remain in their usual place of residence, if any, and do not have access to other accommodation which is adequate for them or their family's needs. The Ministry pays EH SNGs directly to the accommodation supplier

and assistance is generally granted for up to seven nights but can be extended depending on individual circumstances.

After seven nights, another appointment is arranged between the client and Work and Income to discuss their housing situation and if another grant is required. The Ministry works hard to support people in emergency housing to secure a long-term housing solution, either through public housing or private rental accommodation. Other options including transitional housing can also be explored as an option depending on availability and the individual's circumstances.

The Ministry recognises that motels are not a long-term solution or the solution that we want to deliver for people who are potentially in a vulnerable situation. They provide a short-term solution while more sustainable options are progressed. More information about EH SNGs is available at the following link:

[www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html](http://www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html)

Some people may struggle to access suitable housing due to a lack of available supply or they may not be able to meet the high cost of housing which may result in them receiving EH SNG support for an extended period of time.

There are also a distinct group of people that face a range of complex issues that are a barrier, such as mental health or addiction, criminal history, or family violence. There are still others that need to live in a specific area, due to the need to access specialist care or educational needs for them or their family.

For people with high and complex needs, it can sometimes be challenging to identify suitable long-term housing, which can lead to longer stays in emergency housing. Work and Income work closely with these people to see what can be done to ensure that once they have a home of their own, they are able to retain it, and the support they need to keep it.

Please see the **Appendix** which provides a list of documents held by the Ministry regarding the review of the emergency housing system created between 25 October 2021 and 25 October 2022. The table also shows the date the document was created, and a brief explanation of their contents.

Please be aware that the titles of 48 documents are being withheld under section 9(2)(f)(iv) of the Act to maintain the constitutional conventions for the time being which protect the confidentiality of advice tendered by Ministers of the Crown and officials. The release of this information is likely to prejudice the ability of government to consider advice and the wider public interest of effective government would not be served.

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.

The 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. 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](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response regarding a review of the emergency housing system, 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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

PP   
Karen Hocking  
**Group General Manager**  
**Housing**

**Appendix:** A list of documents held by the Ministry of Social Development regarding the review of the emergency housing system, between October 25 2021 and October 25 2022.

	<b>Title</b>	<b>Date</b>	<b>Brief explanation of contents</b>
1	Regional data analysis: Emergency and public housing January – December 2021	30 June 2022	This report sets out regional information about emergency and public housing for the 2021 calendar year.
2	Emergency Housing System Review Discussion	3 May 2022	This provides the Ministry’s leadership team with background information on the emergency housing system for discussion.
2a	Appendix 1: Housing data for context setting	3 May 2022	This is an appendix to document 14 including data on the broader housing context, public housing demand and Emergency Housing Special Needs Grants.
2b	Appendix 2: Emergency Housing Review collateral	3 May 2022	This is an appendix to document 14 including possible actions for the emergency housing system review within the Ministry’s settings/service offering.
3	Emergency housing system review update	22 July 2022	This provides the Ministry’s leadership team with an update on the emergency housing system review and the options being canvassed in future advice to Ministers.
3a	Emergency housing system review update – Appendix 1	22 July 2022	This is an appendix to document 15 setting out options canvassed.
4	Emergency Housing Special Needs Grant	7 April 2022	This document lists previous reports related to the Emergency Housing Special

	stocktake MASTER draft		Needs Grant or other changes to emergency housing.
5	Emergency Housing Special Needs Grant policy work July 2022	4 July 2022	This document sets of the key issues for Emergency Housing Special Needs Grants.
6	Draft Tiriti analysis	2 June 2022	This document contains working material including Te tiriti analysis and application of MAIHI and Te Pae Tata for emergency housing.
7	Emergency Housing Review – The Ministry’s plan forward March 2022	18 March 2022	This sets out a plan for the Ministry’s policy work on the Emergency Housing Review following advice to Ministers in March.
8	Emergency Housing Review - timeline	21 June 2022	This is a list of reports leading up to / referencing the emergency housing system review as at 21 June 2022.
9	The Ministry’s/HUD work programme: Progressing the reset and redesign of the emergency housing system [DRAFT]	17 March 2022	This document is a draft work programme. This was never finalized.
10	August 2022 final slides for frontline housing engagement	11 July 2022	Engagement material to support conversations between National Office and frontline housing staff, to inform advice on the emergency housing system review
11	NBACG engagement August 2022 2 slides FINAL	7 June 2022	Engagement material to support conversations between National Office and the National Beneficiary

			Advocacy Consultative Group, to inform advice on the emergency housing system review
12	Slides for MRG 20 June 2022	7 June 2022	Engagement material to support conversations between National Office and MSD's Māori Reference Group, to inform advice on the emergency housing system review
13	Change Plan – Emergency Housing Staff Practice resource – housing link	21 October 2022	This document is a spreadsheet recording Stakeholders, information/key messages, engagement, comms and learnings.
14	Emergency Housing Special Needs Grant MAP Publication Sign-off	20 October 2022	Sign-off document for Emergency Housing Special Needs Grants Map publication changes.
15	Emergency Housing Special Needs Grant – Draft MAP – Part 4 (v8.0)	20 October 2022	This document is reviewing MAP content – a guidance resource for frontline staff.
16	Emergency Housing Special Needs Grant – Draft MAP – Part 3 (v12.0)	20 October 2022	This document is reviewing MAP content – a guidance resource for frontline staff.
17	Emergency Housing Special Needs Grant – Draft MAP – Part 2 (v13.0)	19 October 2022	This document is reviewing MAP content – a guidance resource for frontline staff.
18	Emergency Housing Special Needs Grant – Draft MAP – Part 1 (v19.0)	19 October 2022	This document is reviewing MAP content – a guidance resource for frontline staff.

19	Emergency Housing Review re: IT Assessment Summary	5 October 2022	Draft costing requirements – re: potential system changes needed for the Emergency Housing Review.
20	Change Plan – EH Enhancements – awareness/low	27 September 2022	This document is a data spreadsheet recording Stakeholders, information/key messages, engagement, communications and learnings.
21	Change Approach – low (7) – Emergency Housing Staff Practice	16 September 2022	This document is a change plan for making emergency housing information more accessible to the Ministry’s frontline staff.
22	Initial Change Impact Assessment – Website enhancements – Awareness (4)	29 August 2022	This document measures the impact about the Emergency Housing Website enhancements, from a view of those that are directly impacted by the change.
23	EH system Review Roadmap PI23 to PI29 (v2.0)	19 July 2022	This document is a draft proposed roadmap and timeline for the Emergency Housing Review.
24	EH System Review Enablers	19 July 2022	This is an Overview document re: proposed requirements, shared services, time for design, considerations, dependencies, development, discovery & analysis, alignment to other work and Ministry of Housing and Urban Development involvement.

25	20220701 – EH system matrix - Draft	13 July 2022	<p>Overview: Progressing the reset &amp; redesign of the proposed Emergency Housing System re: Requirements, shared services, Time for design, considerations, dependencies, development, discovery and analysis, alignment to other work and financial costs.</p>
26	EH System Review Plan forward March 2022 (v4.0)	22 March 2022	<p>This early draft document considered the scope and resource allocation for work relating to the Emergency Housing Review.</p>