



14 October 2025

Tēnā koe

### **Official Information Act request**

Thank you for your email of 10 September 2025, requesting information about Emergency Housing Grants and Emergency Housing policy settings.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

- *Copies of all emails, alerts, documents or other advice written since 1 December 2023 providing guidance to MSD staff about policy setting changes for emergency housing grants or the use of discretion in assessing emergency housing grants. To clarify, I am interested in receiving information that was circulated widely to staff who consider emergency housing grant applications.*

See attached the following documents and relevant guidance around policy settings for Emergency Housing and Emergency Housing Grants.

01. Exceptional Circumstances for Emergency Housing fast-track – Doogle
02. Emergency Housing Grant (EH Grant) process – Doogle
03. Supporting Evidence Guidance
04. Emergency Housing Resolution Framework
05. Emergency Housing - decline reasons
06. Emergency Housing - limited circumstances email template
07. Emergency Housing - responsibilities and activities table
08. Emergency Housing - staff guidance for EH conversations
09. Emergency Housing Fast-Track
10. Emergency Housing Learning Resources
11. Initial Steps to End the Large-Scale Use of Emergency Housing
12. Frequently Asked Questions - Changes to Emergency Housing Grants
13. Manager Training Factsheet
14. Manager Training Scenarios

Please also see the following links for guidance used by staff regarding policy settings for Emergency Housing and Emergency Housing Grants.

- [www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/client-leaves-emergency-housing-for-more-than-28-days-due-to-exceptional-circumstances.html](http://www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/client-leaves-emergency-housing-for-more-than-28-days-due-to-exceptional-circumstances.html)
- [www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/limited-circumstances-during-non-entitlement-for-emergency-housing.html](http://www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/limited-circumstances-during-non-entitlement-for-emergency-housing.html)
- [www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/examples-of-limited-circumstances.html](http://www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/examples-of-limited-circumstances.html)
- [www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/paying-an-emergency-housing-grant-when-limited-circumstances-apply.html](http://www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/paying-an-emergency-housing-grant-when-limited-circumstances-apply.html)
- [www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/determining-when-limited-circumstances-no-longer-apply.html](http://www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/determining-when-limited-circumstances-no-longer-apply.html)
- [www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/longer-grant-periods.html](http://www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/longer-grant-periods.html)

Document 15 contains all of the Ministry wide communications regarding Emergency Housing policy settings for the period 1 December 2023 to 10 September 2025.

- *Copies of all briefings provided to Minister since 1 April 2025 mentioning emergency housing grant policy settings or the use of discretion by MSD staff in considering such grants.*

Please see attached the following documents:

16. **REP/25/7/576** – Briefing – Advice on short-term actions to address homelessness

17. **REP/25/8/623** – Briefing – Further Advice on short-term actions to address homelessness

Some information is 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.

A small amount of information is withheld under section 9(2)(g)(i) of the Act to protect the effective conduct of public affairs through the free and frank expression of opinions. I believe the greater public interest is in the ability of individuals to express opinions in the course of their duty.

Other information is refused in full under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

Some information is withheld under section 9(2)(j) of the Act to enable the Ministry to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations). The greater public interest is in ensuring that government agencies can continue to negotiate without prejudice.

We have also provided you with an excerpt of **REP/25/8/636** – Report – Advice on the Preliminary Findings of the Evaluation of Emergency Housing Support

Services, as allowed under section 16(1)(e) of the Act. The remainder of this report is out of the scope of the request. Please see the following excerpt:

***Emergency Housing Support Services received time-limited funding through the Budget 2024 'invest-to-save' initiative***

*7 In March 2024, the Minister of Finance and the minister for Social Development and Employment agreed to an 'invest-to-save' initiative through Budget 2024 which included making changes to emergency housing eligibility settings; stopping the Housing Support Product Pilot and investing some of these savings in EHSS for an additional two years [REP/24/3/291 refers].*

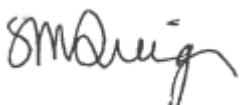
I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

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 my decision on your request, 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.



Anna Graham  
**General Manager**  
**Ministerial and Executive Services**

## Exceptional Circumstances for Emergency Housing fast-track

This process provides staff with steps to follow when determining whether exceptional circumstances apply on the client's return to EH.

Staff should not consider any exceptional circumstances when the client leaves EH for more than 28 days and they appear on the Eligibility/Ineligibility report to be removed. It is only upon their **return** to EH that exceptional circumstances should be considered.

When the client returns to EH, they may ask for the fast-track to be added back on. You will need to assess what their reasons were for leaving EH for that long and whether they meet the exceptional circumstances criteria.

Step	Process
1	<p>Determine if <a href="https://doole.ssi.govt.nz/map/social-housing/assessment-of-eligibility/client-leaves-emergency-housing-for-more-than-28-days-due-to-exceptional-circumstances.html">exceptional circumstances</a> [https://doole.ssi.govt.nz/map/social-housing/assessment-of-eligibility/client-leaves-emergency-housing-for-more-than-28-days-due-to-exceptional-circumstances.html] apply</p> <p>Assess if the client had exceptional circumstances <b>when they return to EH</b>.</p> <p>Exceptional circumstances are when the client's break for more than 28 days from emergency housing was:</p> <ul style="list-style-type: none"><li>• due to an unforeseen out-of-the-ordinary event that cannot be planned for, and</li><li>• beyond the client's control, and</li><li>• sets the client apart from others in a similar situation</li></ul> <p>For example, the client had to leave EH for more than 28 days because they were:</p> <ul style="list-style-type: none"><li>• admitted to hospital or a medical care facility</li><li>• had safety and welfare concerns that meant they could not remain in emergency housing, for example due to family violence or other serious crime</li></ul> <p>The above are examples only and the client's full circumstances need to be considered in every case.</p> <p>The client would still need to meet the 12 weeks in emergency housing criteria when assessing exceptional circumstances however you would only look back within the last 52 weeks period immediately before their FT assessment date.</p> <p>If you are unable to confirm if there are exceptional circumstances based on the information already available in CMS, you may give the client a call to discuss reasons why they were away from their emergency housing.</p> <p>If exceptional circumstances apply, complete the structured client event note in Step 2 below then go to Adding EH fast-track process.</p> <p><b>Note:</b> You do not need to complete the Comments CEN note at the end of the '<a href="https://doole.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/identifying-clients-eligible-for-the-eh-fast-track.html">Adding EH fast-track process</a>' [https://doole.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/identifying-clients-eligible-for-the-eh-fast-track.html] where exceptional circumstances apply.</p>
2	<p><b>This step is important for reporting purposes</b></p> <p>You must add the structured client event note '<b>New CIC-Client may be “re-eligible” for FT</b>'.</p> <p>Select '<b>Discretion Applied</b>' from the drop-down menu</p> <p>You must enter the '<b>Reason this discretion was applied</b>'</p>

## Emergency Housing Grant (EH Grant) process

This page gives you the steps for handling Emergency Housing Grants, which our frontline staff will need to follow. We've broken down the steps into nine main sections to make it easier to understand and carry out the process. Each section covers a different part of the process, helping our staff manage everything smoothly and ensure we provide the support people need quickly and efficiently.

On this Page:

### IMPORTANT REMINDERS

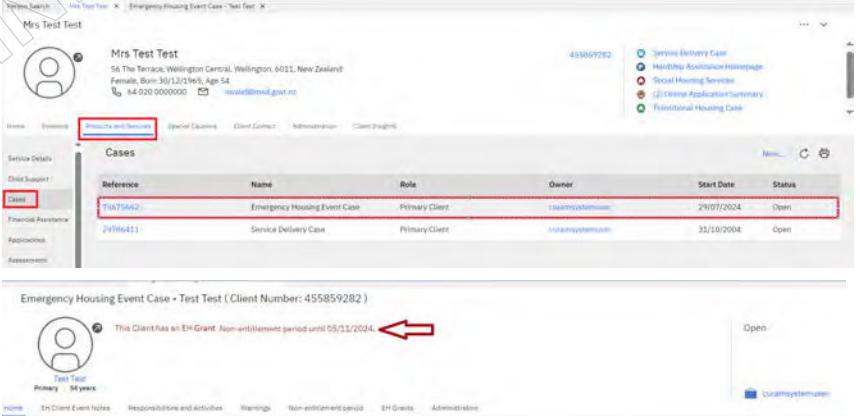
When granting or declining an initial EH grant, always check for an existing EH event case under **Products and Services > Cases**. If none exists, create one by selecting **New > Emergency Housing Event Case > Save**.

All EH applications must be fully processed in CMS hardship screen even if it is a decline. Ensure that your notes provide more clarity where appropriate as to why the client is being declined an EH grant.

Do not assign or set activities in CMS for clients with an initial EH grant of 7 nights or less if this is their first grant for 7 nights or less. You may discuss potential activities with the client, but do not record them in CMS EH event case. Doing so could lead to warnings being issued when they shouldn't be for uncompleted activities.

You must send the new EH letters. Rule of thumb - for every EH granted, there are 2 letters the client must receive, the automatically generated EH grant hardship application letter and the relevant EH responsibility letter that is pre-populated when generated from a clients' EH event case. Refer to the resource here - [New EH letters](#) (<https://dongle.ssi.govt.nz/documents/resources/helping-clients/procedures-manuals/emergency-housing/eh-new-letters-26-aug.pdf>) on when these letters are given.

### Assessing the clients immediate EH need

Step	Process
1. Search for the client's information in CMS and SWIFTT	<p>Bring up the client's information in CMS and SWIFTT. Confirm what information we already have on the client's file and what we know of their circumstances (partner/children/; income; current situation)</p> <p>If this is a new client to MSD or if there is information missing, check what we require so you can follow up with the client.</p>
	<p>For clients already in EH or have been in EH before</p> <p>You must check the clients CMS record to see if they have an existing EH event case and whether they have an active non-entitlement period. This is important as the client can only be assessed for an EH grant during their non-entitlement period for EH under limited circumstances.</p> <p>From the client's profile in CMS, look at the top right hand corner to identify if there is an existing <b>Emergency Housing Event Case</b> and click on it.</p> <p>Another way to check is to click on <b>Products and Services &gt; Cases</b> and locate if there is an existing 'Emergency Housing Event Case'</p> <p>You can also click on 'Emergency Housing Event Cases' tab to see a list of all EH event cases the client has had</p> <p>If yes, check the start date of this EH event case and whether it is open. If yes, click into it, you should see a red banner wording across the client's EH event case stating the client has a non-entitlement period for EH.</p> 
2. Check if they have an existing EH event case and an active non entitlement period for EH	<p>If there is an active non-entitlement period for EH, you will need to assess the client for an EH grant under limited circumstances. Go to <a href="#">'Applying Limited Circumstances process'</a>.</p> <p>If the client does not have an existing EH event case and no active non entitlement period for EH, continue processing, when you get to Step 10, you will need to consider whether a new EH event case needs to be created.</p> <p><b>Note:</b> If the client is including their partner, you must also check to make sure the partner is not on a non-entitlement period for EH, if they are, the partner cannot be included in the client's EH grant however the partner's income and cash assets will still need to be included in the client's application.</p>
3. Confirm if they need to verify their identify in person with an MSD staff member	<p>They may need to verify their identity in person when:</p> <ul style="list-style-type: none"> <li>They have uploaded primary ID via MyMSD</li> <li>They have no primary ID on file</li> <li>They have a benefit application on hold</li> </ul> <p>Note: ID is not required to be verified for one-off assistance but <a href="#">manager sign-off is needed for any hardship payment where primary identification is not held for the client</a>. (<a href="https://dongle.ssi.govt.nz/community/display/HIYA/How+to+grant+hardship+payments">https://dongle.ssi.govt.nz/community/display/HIYA/How+to+grant+hardship+payments</a>)</p>

<p>4. Assessing qualifications for EH grant</p> <p><b>MAP: Qualifications for emergency housing</b> <a href="https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/qualifications-for-emergency-housing.html">[https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/qualifications-for-emergency-housing.html]</a></p>	<p>The client must meet all the <a href="https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/qualifications-for-emergency-housing.html">qualifications</a> to get an EH grant.</p> <p>If you are <b>not satisfied</b> that the client qualifies for EH grant and you consider it is necessary that further supporting evidence is required to verify the client qualifies for EH grant, you may request evidence. Where the client is unable to supply sufficient evidence, you can ask for the client's consent to contact a third party on their behalf.</p> <p><b>Note:</b> Please refer to <a href="https://doogle.ssi.govt.nz/documents/resources/helping-clients/procedures-manuals/emergency-housing/eh-supporting-evidence-guidance.pdf">"Supporting Evidence Guidance"</a> for more information and examples of the types of supporting evidence you may want to consider asking for.</p> <p><b>Note:</b> If the client has a partner in a NEP, the client must only apply without the partner on the application. If they include their partner on the application, their application will be declined. The application must still include the income and cash assets of the partner who is in an NEP.</p>
<p>5. Assessing immediate EH need</p> <p><b>HIYA: Emergency Housing Screening</b> <a href="https://doogle.ssi.govt.nz/community/display/HIYA/Emergency+Housing+screening">[https://doogle.ssi.govt.nz/community/display/HIYA/Emergency+Housing+screening]</a></p> <p><b>MAP: Immediate emergency housing need</b> <a href="https://doogle.ssi.govt.nz/map/definitions/immediate-emergency-housing-need.html">[https://doogle.ssi.govt.nz/map/definitions/immediate-emergency-housing-need.html]</a></p>	<p><b>Screening Pre-Emergency Housing (Contact Centre and FOH)</b></p> <p>If you are screening clients for Emergency Housing, you must follow the process in HIYA.</p> <p><b>When assessing the client's immediate need (Case Managers)</b></p> <p>Check in CMS if there is an existing 'Screening Pre-Emergency Housing' CEN to help you understand a brief background to the client's situation as to why they have contacted MSD for help.</p> <p>Some prompts that may help guide your conversation with the client are:</p> <ul style="list-style-type: none"> <li>• Tell me about your situation.</li> <li>• What has happened to cause you or your family to leave your home?</li> <li>• Have you looked at staying with other family or friends? We may be able to help pay for some of those costs.</li> </ul>
<p>6. Exploring other options</p> <p><b>Dooge: Transitional Housing</b> <a href="https://doogle.ssi.govt.nz/whats-on/projects/social-housing/social-housing-reform-programme/projects/transitional-housing.html">[https://doogle.ssi.govt.nz/whats-on/projects/social-housing/social-housing-reform-programme/projects/transitional-housing.html]</a></p> <p><b>Map: Housing Support Products</b> <a href="https://doogle.ssi.govt.nz/map/income-support/extra-help/housing-support-products/index.html">[https://doogle.ssi.govt.nz/map/income-support/extra-help/housing-support-products/index.html]</a></p>	<p>Discuss any other alternative options we can offer the client in the short or long term.</p> <ul style="list-style-type: none"> <li>• Check if transitional housing is available using the THVMT tool. If it is available, go to Step 6.</li> <li>• Consider Housing Support Products or non-RTA Housing Support products, that could help clients stay with other friends or family, or remain in their tenancy (if appropriate).</li> <li>• Consider setting up a rent redirection so they don't fall behind on rent payments.</li> </ul> <p>You should process above options for the client if they qualify for them and where it is appropriate.</p> <p><b>Note:</b> The EH grant must still be processed and declined if other supports are used to resolve the clients need for EH.</p>
<p>7. Transitional Housing</p> <p><b>Dooge: THVMT Tool</b> <a href="https://doogle.ssi.govt.nz/whats-on/projects/social-housing/social-housing-reform-programme/projects/temporary-housing-vacancy-management-tool.html">[https://doogle.ssi.govt.nz/whats-on/projects/social-housing/social-housing-reform-programme/projects/temporary-housing-vacancy-management-tool.html]</a></p> <p><b>Dooge: Transitional Housing provides referral</b> <a href="https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/social-housing/transitional-housing-referral.html">[https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/social-housing/transitional-housing-referral.html]</a></p> <p><b>MAP: Transitional housing funded by HUD</b> <a href="https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/transitional-housing-funded-by-hud.html">[https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/transitional-housing-funded-by-hud.html]</a></p> <p><b>Housing Privacy Consent Form - also used for transitional housing</b> <a href="https://www.workandincome.govt.nz/documents/providers/housing-providers/public-housing-providers/sharefile-forms/housing-privacy-consent-form-interactive.pdf">[https://www.workandincome.govt.nz/documents/providers/housing-providers/public-housing-providers/sharefile-forms/housing-privacy-consent-form-interactive.pdf]</a></p>	<p>If suitable transitional housing is available, follow your BAU referral process and discuss the security deposit process with the client.</p> <p><b>Advise the client that when they are placed in transitional housing:</b></p> <ul style="list-style-type: none"> <li>• they will be able to stay with the provider while they find longer term accommodation</li> <li>• the provider will work with them to identify longer term accommodation options,</li> <li>• they will be required to contribute towards the accommodation cost while staying in transitional housing. The amount paid will be at the provider's discretion, but the client will contribute no more than 25 percent of their net income (including main benefit and FTC (if applicable),</li> <li>• if they receive a main benefit, their transitional housing contribution can be paid to the transitional housing provider through a benefit redirection if there is a good cause to do so,</li> <li>• if they decline a transitional housing place, which is adequate for their needs, without a good reason it may affect their entitlement to other emergency housing assistance.</li> </ul> <p><b>Risk Assessment - Sharing client information</b></p> <p>Give the client the <b>Housing Privacy Consent Form</b> <a href="https://www.workandincome.govt.nz/documents/providers/housing-providers/public-housing-providers/sharefile-forms/housing-privacy-consent-form-interactive.pdf">[https://www.workandincome.govt.nz/documents/providers/housing-providers/public-housing-providers/sharefile-forms/housing-privacy-consent-form-interactive.pdf]</a> to complete in order for us to share information to transitional housing providers may need to know when determining suitability to their service and any potential safety concerns.</p> <p>If the client has a partner or another household member (not including dependent children) who needs transitional housing they'll need to complete their own consent form.</p> <p><b>Note:</b> If the client has moved into Transitional Housing, you will need to remove their EH fast-track. <a href="https://doogle.ssi.govt.nz/map/social-housing/assessment-of-eligibility/households-in-emergency-housing.html">Client's staying in Transitional Housing do not qualify for the EH fast-track</a>. You must follow the <a href="https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/identifying-clients-no-longer-eligible-for-the-eh-fast-track.html">"Removing EH fast-track process"</a> in Dooge to remove the EH fast-track</p>
<p>8. Assess full and correct entitlement (FACE)</p>	<p>If the client is a beneficiary:</p> <ul style="list-style-type: none"> <li>• Check the clients benefit breakdown.</li> <li>• Have they had a recent change in circumstances?</li> <li>• Re-assess client's financial assistance qualifications in DREW and discuss any potential changes.</li> </ul> <p>If the client is a non-beneficiary:</p> <ul style="list-style-type: none"> <li>• Check if they qualify for any financial assistance in DREW and discuss how they apply.</li> </ul>
<p>9. Immediate emergency housing need established</p>	<p>It is not mandatory for the client to complete the Emergency Housing paper application form at their initial or subsequent EH grants in order to apply for an EH grant. This information will be captured every time you</p>

MAP: EH Supplier Standards [<https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/emergency-housing-supplier-standards.html>]

MAP: Client expectations and conditions of payment [<https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/expectations-and-conditions-of-payment-for-emergency-housing.html>]

Editable Emergency Housing Application Form [<https://doogle.ssi.govt.nz/documents/resources/helping-clients/forms-templates/work-and-income/forms/work-income/emergency-housing-grant-application-form-sha011w-interactive.pdf>]

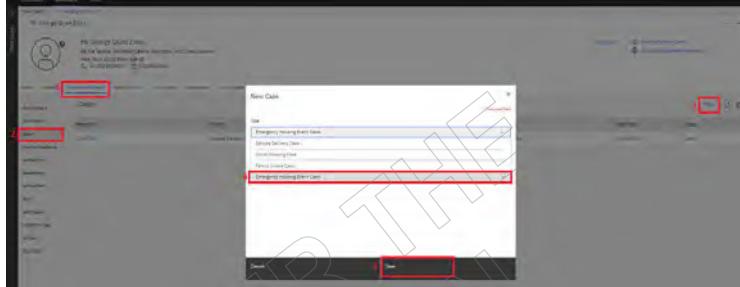
approve or decline an EH grant in the hardship assistance screen.

The application form will still be available for clients who may want to keep a paper trail of what they have applied for or you may consider it appropriate to complete the form to capture all the necessary information to assess the client's eligibility.

You must ensure the client understands the following (not an exhaustive list):

- an EH grant can only be paid to a supplier who is **opted-in** to Supplier Standards unless exception applies to pay for a **not opted-in** supplier,
- their expectations of stay and conditions of payment,
- that a security deposit might be needed and that it is recoverable.

If this is a new event, create a new EH event case in CMS by clicking **Products and Services > Cases > New > Emergency Housing Event Case > Save**



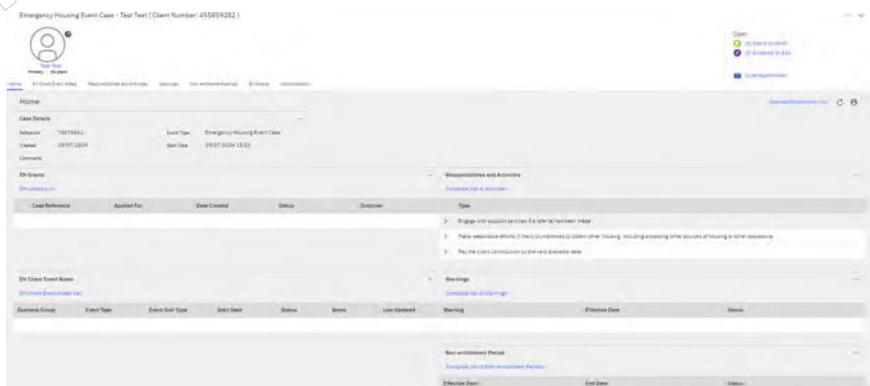
The new EH event case is where you will manage the new responsibilities framework and see a quick view of the client's housing situation.

Within the new EH event case, you can:

- add responsibilities and agreed activities for multiple EH grants,
- record outcome of agreed activities
- issue Warning 1 when the client has failed to meet at least one responsibility for the first time *for an EH grant\**
- issue Warning 2 when the client has failed to meet at least one responsibility for the second time *for a subsequent EH grant\**
- issue non-entitlement period when the client has failed to meet as least one responsibility for the third time *for another subsequent EH grant\**

\*See step 4 of 'Checking responsibilities are being met from night 8 and adding warnings' for conditions where a client completes only some agreed activities for their responsibilities

After you create the new EH event case, this is how the system would look:



**Note: If you are granting the initial EH grant you MUST create an event case on the same day** to ensure the EH event case captures all the EH grants and information that are related to the same EH event

If the EH event case is not created on the same day as the initial EH grant, you can edit the EH event case and change the start date to reflect the date of the initial EH grant.

Generally, an EH grant will be paid for up to 7 nights at a time. (this applies to all grants not just the initial).

However, you can pay an EH grant for periods:

Up to 14 nights at a time if there is low availability of EH accommodation in the client's region, **or**

Up to 21 nights at a time if the client meets specific criteria

In addition to BAU process around Supplier Standards and conditions of payment, you must discuss the EH responsibilities and activities.

11. Determine how long to grant EH grant for

MAP - Longer grants periods [<https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/longer-grant-periods.html>]

12. Discuss EH responsibilities and activities

MAP: Emergency housing responsibilities [<https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing-responsibilities.html>]

**If this is the client's initial EH application and the EH grant period is for 7 nights or less**

Discuss the three EH responsibilities the client must meet by completing activities from night 8 in EH. Refer to Map guidance for responsibilities.

**Do not assign any activities yet in the clients EH event case.** You will assign them at their next grant, but you need to give them an indication of what they will be expected to do from night 8 onwards.

**Note:** The following message will be displayed if you try to add activities before the 8th night of an EH stay.  
'This client has been in EH for <total nights> nights only. Activities should NOT be assigned before the 8th night for an EH Event. Please assign Activities from the 8th night.'

For the first 7 nights in EH (for a new EH event), the three responsibilities do not apply.

**Note:** Please refer to [Responsibility and Activity Guidance](https://dozee.ssi.govt.nz/documents/resources/helping-clients/procedures-manuals/emergency-housing/eh-responsibilities-and-activities-table.pdf) [<https://dozee.ssi.govt.nz/documents/resources/helping-clients/procedures-manuals/emergency-housing/eh-responsibilities-and-activities-table.pdf>], for more information and examples on what types of activities may be discussed for each responsibility to give the client an idea of what they can expect at their next appointment/application for EH grant.

**Note: For Contact Centre,** please advise the client that they will have a more in-depth conversation about the responsibilities and setting agreed activities with their case manager. You will not be setting any agreed activities (i.e. manage the new Responsibilities Programme)

**If this is the client's initial EH application and the EH grant period is for more than 7 nights (if low availability in regions)**

You must discuss the three EH responsibilities that the client must comply with whilst in EH as per above, set and agree on activities (that will apply from night 8) to meet those responsibilities then **assign them to the client in CMS** (continue to the end of this process then go to 'Responsibilities and setting agreed activities at subsequent grants')

**Note: For Contact Centre,** please advise the client that they will have a more in-depth conversation about the responsibilities and setting agreed activities with their case manager. You will not be setting any agreed activities (i.e. manage the new Responsibilities Programme for EH).

### 13. Discuss Security Deposit process

**Dozee:** [Process for recording security deposit pre-approval and making a claim.](https://dozee.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/security-deposit.html#Processforpayingasecuritydeposittoanemergencyhousingprovider5) [<https://dozee.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/security-deposit.html#Processforpayingasecuritydeposittoanemergencyhousingprovider5>]

**MAP:** [Security Deposit required for EH, TH or CEH](https://dozee.ssi.govt.nz/map/income-support/extra-help/emergency-housing/security-deposit-required-for-emergency-transitional-or-contracted-emergency-housing.html)  
[<https://dozee.ssi.govt.nz/map/income-support/extra-help/emergency-housing/security-deposit-required-for-emergency-transitional-or-contracted-emergency-housing.html>]

When the client qualifies for EH grant or TH and the supplier/provider requires a security deposit, a security deposit can be approved as security against loss or damage to the supplier/provider property.

You will need to explain the security deposit process and key points such as the pre-approved security deposit amount to the client.

You must record the details of your discussion with the client regarding the pre-approval security deposit amount and their agreement to it by completing the following template then add this note by going to **Service Delivery > Housing > Security Deposit > click create next to the relevant supplier 'Emergency Housing Security Deposit Claim' or 'Transitional Housing Security Deposit Claim' then Save**

#### **Security Deposit Template (EH)**

**Short Term Description:** Security Deposit Pre-approval

**Claim for Loss/Damages:** Select no

**Claim for Unpaid accommodation costs:** Select no

**Supplier Name:** enter supplier name

**Supplier Reference:** enter supplier reference

**Comments:**

**Pre-approved security deposit amount: \$XXXX**

*If amount exceeds the equivalent of 7 nights' accommodation costs, please provide the circumstances (reasons):*

*Do the client and supplier both agree to this amount: \$XXXX*

*Agreed recovery rate if security deposit is claimed: \$XXXX*

*The client has agreed to the security deposit amount to cover their stay while in EH: Yes/No.*

*You have discussed with the client their responsibility and the conditions of the security deposit: Yes/No.*

*The client understands their responsibility and the conditions for the security deposit: Yes/No.*

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#### **Security Deposit Template (TH)**

**Short Term Description:** Security Deposit Pre-approval

**Claim for Loss/Damages:** Select no

**Claim for Unpaid accommodation costs:** Select no

**Supplier Name:** enter supplier name

**Supplier Reference:** enter supplier reference

**Comments:**

**Pre-approved security deposit amount: \$XXXX**

*If amount exceeds \$1000.00, please provide the circumstances (reasons):*

*Do the client and supplier both agree to this amount: \$XXXX*

*Agreed recovery rate if security deposit is claimed: \$XXXX*

*The client has agreed to the security deposit amount to cover their stay while in EH: Yes/No.*

*You have discussed with the client their responsibility and the conditions of the security deposit: Yes/No.*

*The client understands their responsibility and the conditions for the security deposit: Yes/No.*

**Note:** This will make it easier for staff to see if a security deposit has been pre-approved for the accommodation supplier/provider.

	<p><b>Where the cost of EH grant can be split:</b></p> <p>The EH grant cost can only be split between clients sharing accommodation when they are not in a relationship with each other (e.g. an adult client sharing EH with their adult child). Discuss with the client how they want the payment to be split. Each client still needs to apply for EH grant in their own right.</p> <p><b>Where the cost of EH grant cannot be split:</b></p> <p>You <b>cannot split</b> the EH grant costs in the case of a couple into a separate grant for each partner. The full EH grant cost must be under one partner (the client).</p> <p><b>Note:</b> The EH contribution and any redirection to be established will be on the record of the client who is granted EH and they are responsible for paying the EH contribution.</p>
14. Sharing the accommodation/Splitting the EH grant payment	
15. Determine if an EH grant should be declined or granted  <b>MAP: When MSD can decline as EH grant</b> <a href="https://doole.ssi.govt.nz/map/income-support/extra-help/emergency-housing/when-msd-can-decline-an-emergency-housing-grant.html">https://doole.ssi.govt.nz/map/income-support/extra-help/emergency-housing/when-msd-can-decline-an-emergency-housing-grant.html</a>	Where it is clear the client does not qualify for EH grant, the application must be processed and declined.
16. Once you have determined to grant or decline EH grant	You can now process the EH application in CMS.

#### 17. END OF PROCESS

[CLICK HERE TO GO BACK TO TOP](https://doole.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html) [<https://doole.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html>]

### Processing EH application in CMS to grant or decline

Step	Process
1. Create Emergency Housing hardship assessment in CMS	<p>If the client is a non-beneficiary and they have no SWIFT record you will need to register them as non-bene before completing the steps below.</p> <p>To create EH hardship assessment in CMS:</p> <ul style="list-style-type: none"> <li>• Select Hardship Assistance Homepage</li> <li>• Select Create Application then enter the following <ul style="list-style-type: none"> <li>◦ <b>Need:</b> Emergency Housing</li> <li>◦ <b>Amount:</b> EH accommodation cost</li> <li>◦ <b>The reason the client needs the assistance</b></li> </ul> </li> <li>• Select Create Application</li> <li>• Click Save</li> <li>• Select Application Questions to start the assessment</li> </ul> <p>Complete the application level questions</p>
2. Searching and selecting a Supplier  <b>MAP: Emergency Housing supplier standards</b> <a href="https://doole.ssi.govt.nz/map/income-support/extra-help/emergency-housing/emergency-housing-supplier-standards.html">https://doole.ssi.govt.nz/map/income-support/extra-help/emergency-housing/emergency-housing-supplier-standards.html</a>	<p>Complete a <b>Search and Select</b> a Supplier by following below steps:</p> <ul style="list-style-type: none"> <li>• Go to <b>Shortcuts</b> menu in CMS</li> <li>• Navigate to the <b>Housing</b> drop-down and</li> <li>• Select <b>Emergency Housing Supplier Search</b></li> <li>• You can <b>search by</b>: <ul style="list-style-type: none"> <li>◦ Supplier name</li> <li>◦ Address</li> <li>◦ Supplier ID</li> <li>◦ Town/City or Suburb</li> <li>◦ EH Standard Status: select <b>Opted-In</b> from the drop down list</li> </ul> </li> <li>• Click <b>Search</b></li> <li>• Once you have located your Supplier, copy the Supplier ID by using the Copy ID function. You</li> </ul> <p>The search results will automatically populate a list of the <b>opted-in</b> suppliers in your area.</p> <p><b>Note:</b> The process to search and select a <b>Non-Opted in</b> supplier is the same as above except when you get to the EH Standard Status select <b>Not Opted-In</b>. You need to refer to MAP to confirm when an exception applies for granting.</p> <p>If you need to complete a new search, then click the <b>Reset</b> button and repeat the steps above.</p>
3. Update CMS – Address Details  <b>Doole: Correspondence process for clients with no fixed abode or who are in emergency housing</b> <a href="https://doole.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/no-fixed-abode-and-emergency-housing-correspondence-process.html">https://doole.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/no-fixed-abode-and-emergency-housing-correspondence-process.html</a>	<p>You need to make sure you update the client's contact details in CMS to show that they have moved from their previous address.</p> <p>To do this:</p> <ul style="list-style-type: none"> <li>• Navigate to the client homepage</li> <li>• Select 'Evidence' tab</li> <li>• Select 'Contact Details'</li> <li>• Select 'Addresses'</li> </ul>

	<ul style="list-style-type: none"> <li>• Select 'New' and add the updated address</li> </ul> <p><b>If the client has an agent:</b></p> <p>If the client has an agent recorded, you need to confirm that they are still acting on their behalf and happy for us to send letters for them to their agent's address.</p> <p><b>Note:</b> If the client does not have an agent, ask if they would like their post sent to someone else on their behalf. If the client is happy for this to happen, you need to add in the client's contact details.</p>
<p><b>4. Need Specific Application Questions</b></p> <p><b>MAP: Not opted-in suppliers are available</b>  <a href="https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/not-opted-in-suppliers-available.html">[https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/not-opted-in-suppliers-available.html]</a></p> <p><b>MAP: Not opted-in supplier is the most appropriate</b>  <a href="https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/not-opted-in-supplier-is-the-most-appropriate-option.html">[https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/not-opted-in-supplier-is-the-most-appropriate-option.html]</a></p> <p><b>MAP: Supplier standards exceptional circumstances</b>  <a href="https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/supplier-standards-exceptional-circumstances.html">[https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/supplier-standards-exceptional-circumstances.html]</a></p>	<p>Answer the Needs Specific Application Questions.</p> <p><b>Supplier Details</b></p> <ul style="list-style-type: none"> <li>• Is there a Supplier identified for this application? select yes</li> <li>• Paste the Supplier ID/CUR number</li> <li>• Select Next</li> </ul> <p>If you select no, you won't be able to process application through to grant.</p> <p>If you paste a Supplier ID/CUR number for a Not-Opted-in supplier, you will need to complete additional questions to confirm reason for this.</p> <p>CMS will either recommend a <b>Grant</b> or <b>Decline</b> outcome depending on the reason you have selected a <b>not opted-in</b> supplier.</p> <p>When you select the following reason types, CMS will recommend an approval:</p> <ul style="list-style-type: none"> <li>• There are no 'Opted-in' Suppliers available</li> <li>• The 'Not Opted-in' Supplier is the most appropriate option</li> </ul> <p>When you select 'None of the above apply', CMS will recommend a decline</p> <p><b>When is the accommodation needed?</b></p> <ul style="list-style-type: none"> <li>• Enter check-in date</li> <li>• Enter check-out date</li> <li>• Enter how much the emergency housing accommodation is going to cost</li> <li>• Select Next</li> </ul>
<p><b>5. Contribution Details – client is a beneficiary</b></p> <p><b>MAP: Paying emergency housing contribution by dates or dates determined by MSD</b>  <a href="https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/paying-emergency-housing-contribution-by-date-or-dates-determined-by-msd.html">[https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/paying-emergency-housing-contribution-by-date-or-dates-determined-by-msd.html]</a></p> <p><b>MAP: Method of payment for EHC</b>  <a href="https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/method-of-payment-for-emergency-housing-contribution.html">[https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/method-of-payment-for-emergency-housing-contribution.html]</a></p>	<p>For Contact Centre, skip this step. This will be done by the Case Manager at a follow up appointment.</p> <p>For Case Managers:</p> <p>If the client is a beneficiary, the EH grant assessment in CMS will:</p> <ul style="list-style-type: none"> <li>• Calculate the EHC daily rate</li> <li>• Add the contribution and re-direction in SWIFTT</li> <li>• Generate a calculations summary</li> </ul> <p>On this screen:</p> <ul style="list-style-type: none"> <li>• Is the income correct?</li> <li>• Did you add gross or net income?</li> <li>• Does the income match the total declared income with the client net income?</li> <li>• Is the FTC correct?</li> <li>• Does FTC match the number of children in clients care?</li> <li>• Is the daily rate, correct?</li> </ul> <p><b>EHC payment period</b></p> <p>Check the '<b>contribution from</b>' is either the check in date or the date following the 7<sup>th</sup> night in emergency housing, whichever is later.</p> <p>The EHC should only be calculated after the first 7 nights in Emergency Housing accommodation.</p> <p>If this is the client's initial EH application for 7 nights or less, the client does not need to pay EHC, CMS will recommend a decline for EHC contribution. You must add the following details:</p> <ul style="list-style-type: none"> <li>• Select drop-down reason 'Other'</li> <li>• Enter comments: Initial EH application, grant is for 7 nights or less</li> </ul>
<p><b>6. Contribution Details – client is a non beneficiary</b></p> <p><b>MAP: Paying emergency housing contribution by dates or dates determined by MSD</b>  <a href="https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/paying-emergency-housing-contribution.html">[https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/paying-emergency-housing-contribution.html]</a></p>	<p>For Contact Centre, skip this step. This will be done by the Case Manager at a follow up appointment.</p> <p>For Case Managers:</p> <p>If the client is a non-beneficiary, you <b>must</b> discuss repayment methods with the client and <b>make sure</b> they understand they <b>must</b> repay the contribution amount and by when.</p> <p><b>Note:</b> Best practice is to set up the client contributions to occur weekly, regardless of the client's pay</p>

[contribution-by-date-or-dates-determined-by-msd.html](https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/method-of-payment-for-emergency-housing-contribution.html)

**MAP: Method of payment for EHC**  
[\[https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/method-of-payment-for-emergency-housing-contribution.html\]](https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/method-of-payment-for-emergency-housing-contribution.html)

cycle.

On the Application Payment Summary screen, you need to check that the:

- total contribution amount has been pre-populated from the Approval Summary
- start and end dates for the EH contribution are correct.

Once you have checked that the details are correct:

- select **continue**
- CMS will automatically add the **contribution amount** to SWIFT

This will show in the **DEBT INQUIRY** screen on SWIFT

#### **EHC payment period**

The EHC should only be calculated for the period following the 7<sup>th</sup> night that they remain in emergency housing funded through EH grant.

If this is the client's **initial EH application for 7 nights or less**, the client does not need to pay EHC, CMS will recommend a decline for EHC contribution. You must add the following details:

- Select drop-down reason 'Other'
- Enter comments: Initial EH application, grant is for 7 nights or less

#### 7. Changing suppliers before Application Recommendation

[Process demo- how to change suppliers](https://vimeo.com/881481562/a267c895be?share=copy)  
[<https://vimeo.com/881481562/a267c895be?share=copy>]

If you have used the wrong supplier or want to change suppliers, do this from the Application Recommendation screen before selecting **Recommend and Continue**.

- Select **Cancel** (The application will be saved as **In Progress**).
- Return to the **Emergency Housing Supplier Search** page.
- Select and copy the new **Supplier ID** number.
- Pick up the hardship application and.
- Navigate to the **Needs Specific** questions.
- Paste the new supplier ID in the **Supplier Details** field.

The Supplier Standards Details screen will be generated.

Check the new supplier has updated.

Return to the **Application Recommendation** screen and continue to process the application.

#### **Multiple Hardship Application**

If the EH grant is included in a **Multiple Hardship Application**

- Separate the EH grant using **Split Application** function in the **Hardship Assistance Application** screen.
- Complete/ approve the other needs first using existing processes.
- Follow the process above to change the supplier.

**Note:** You cannot change the supplier after you have recommended payment.

#### 8. Recommending EH grant Payment

The **Suppliers Details** information in the **Needs Specific** questions will pre-populate to the **Application Recommendation** screen.

The processing steps for recommending payment are:

- From the **Hardship Assistance Application** screen
- Select **Manage Recommendation**
- Select **Application Recommendation**
- Check the correct Supplier has populated from the **Supplier Details** screen in the Hardship application
- Add the date and quote reference
- Click **Recommend & Continue**.

**Note:** You cannot change supplier AFTER you have selected **Recommend and Continue**

If you have added the wrong supplier or want to change the supplier, you **MUST CANCEL** the application and create a new one.

- Cancel reason - Created in Error
- Comments - Incorrect Supplier selected

#### 9. Declining an EH grant application after going through the entire hardship assessment in CMS

**MAP: When MSD can decline an EH grant**  
[\[https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/when-msd-can-decline-an-emergency-housing-grant.html\]](https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/when-msd-can-decline-an-emergency-housing-grant.html)

Refer to **EH Decline Reasons** [<https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/eh-decline-reasons.html>], for a list of dropdown options available for the 'Decline Reason' field when declining an application in CMS.

All Emergency Housing Grant (EHG) decline recommendations for clients with children must be signed off by the Regional Director. When recommending a decline, follow the **Decline Escalation Pathway**, [[http://doogle/documents/resources/helping-clients/procedures-manuals/emergency-housing/eh-decline-escalation-pathway-for-clients-with-children-sept-2025\\_.pdf](http://doogle/documents/resources/helping-clients/procedures-manuals/emergency-housing/eh-decline-escalation-pathway-for-clients-with-children-sept-2025_.pdf)]

#### 10. Application Summary

The application summary screen details the payment summary and the contribution and redirection(s) that will populate into SWIFT. You will have the option to either select:

- Continue – which will populate the contribution and redirection(s) into SWIFT, or
- X- which will not populate the contribution and redirection(s) into SWIFT. You will need to add this manually and/or arrange a manual payment with the client. If this is **not** done, an exception will be generated.

**Note:** Before deciding whether or not to add a redirection, you must be satisfied there is good cause to redirect the client's benefit, NZS or VP. [Refer here for more information in MAP – Redirection and good cause](https://doogle.ssi.govt.nz/map/income-support/core-policy/redirection-of-benefit-payment/redirection-for-emergency-housing.html) [<https://doogle.ssi.govt.nz/map/income-support/core-policy/redirection-of-benefit-payment/redirection-for-emergency-housing.html>]

	<p>Navigate to the application comments. If you selected 'Continue', the system would have generated a comment detailing the contribution and redirection(s), if applicable. The comment will also detail information on any redirection(s) that were <b>unable</b> to create which you will have to either manually or arrange a manual payment for.</p>
11. Application summary of IEG questions and other data points	<p>When the application is complete, the system automatically generates a summary of the questions answered.</p> <p><b>Important:</b> You can only view the Emergency Housing Summary note within the client's EH event case, you will not be able to see it within the hardship assistance screen.</p> <p>You can locate the automatically generated Emergency Housing summary here within the clients EH event case under EH grants:</p>  <p>Copy and paste into the Hardship Application Comments</p>
12. EH grant Summary CEN	<p>You must also copy and paste this summary in 'Step 11' into the client event note called 'EH grant Summary'.</p> <p><b>Go to Service Delivery &gt;Housing &gt;Emergency Housing &gt;EH grant Summary</b></p>  <p><b>Add Note</b></p> <p>Select the note type you would like to add, or select Skip Note.</p> 
13. Redirections	<p>If the client is a beneficiary, advise them of the total amount, the redirection amount and when it will come out of their benefit.</p> <p><b>Manually paying:</b> If a redirection is for a past period (i.e., before the previous Friday for beneficiaries or the previous Tuesday for NZS/VP) the client will need to manually pay the redirection amount just like a non-beneficiary.</p> <p>If the client does not have enough benefit to cover the redirection(s), see if adjusting the redirections and offset will make funds available for the contribution.</p> <p>If there are still <b>not enough funds</b>, advise the client they will need to pay this manually. You may need to set up a payment arrangement with the client.</p> <p><b>Note:</b> If a client is only receiving OB/JCB, CCS, CDA or portable payment they will need to pay the contribution manually.</p> <p>If the client is <b>non-beneficiary or a student</b>, you need to advise them of the total amount and that they will need to arrange a manual payment.</p> <p>Let the client know that they must add the following reference to their payment.</p> <p><b>The letter 'E' and their SWN with no spaces (e.g., 123456789)</b></p>
14. Reassess A/sup, TAS and/or SPB.	<p>You will need to reassess A/Sup, TAS and or SPB to remove any existing accommodation costs that relate to rent, board and/or mortgage costs (including repairs and maintenance) while the client remains in emergency housing.</p> <p>A/Sup will need to be suspended from the date the client enters EH. TAS/SPB needs to be reassessed from the same date.</p>

	<p>Any payments the client is making towards their EHC, and emergency housing debt can be added as an allowable cost for TAS and SPB and the payments reassessed.</p>
15. EH hardship letter – grant approved, or grant declined	<p>The EH Hardship letter, stating an approval or decline, will automatically generate from the EH hardship grant.</p> <p><b>Refer to letter 1. Emergency Housing Hardship Letter - Approved</b></p> <p>If the client has attended a <b>face to face appointment</b> you need to print the letter and the <a href="https://doogle.ssi.govt.nz/documents/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-client-guide-v6.pdf">Emergency Housing what you need to know (Client Guide)</a> (<a href="https://doogle.ssi.govt.nz/documents/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-client-guide-v6.pdf">https://doogle.ssi.govt.nz/documents/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-client-guide-v6.pdf</a>) (if initial EH grant) and give them to the client.</p> <p><b>Phone appointment</b></p> <p>If the client appointment has been completed over the <b>phone</b> and/or they have no fixed abode and they <b>don't</b> have a postal address or agent recorded, the system will automatically save a copy of the letters in clients CMS record and can be accessed by clients via MyMSD.</p> <p>You can also access the letter via Launch Correspondence. If the client wishes for a printed copy of their letters, they can request this at any Work and Income service centre.</p>
16. Book follow-up appointment	Book a follow up face-to-face appointment in Q-Manager for <b>before</b> the end of the current EH stay.
17. EH Responsibilities letter	<p>If the grant is approved, generate a responsibilities letter from the clients EH Event Case, click on the three dots and launch 'New Letter' option</p> <p>If this is the initial grant, refer to letter 2. <b>Initial Emergency Housing Responsibilities Letter</b></p> <p>If this is a subsequent grant, or if the initial grant is longer than 7 nights, refer to letter 3. <b>Emergency Housing Responsibilities Letter</b></p> <p>If the client has attended a <b>face-to-face appointment</b> you need to print the letter and give it to the client.</p> <p><b>Phone appointment</b></p> <p>If the client appointment has been completed over the <b>phone</b> and/or they have no fixed abode and they <b>don't</b> have a postal address or agent recorded, the system will automatically save a copy of the letters in clients CMS record and can be accessed by clients via MyMSD.</p> <p>You can also access the letter via Launch Correspondence. If the client wishes for a printed copy of their letters, they can request this at any Work and Income service centre.</p>
18. END OF PROCESS	<a href="https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html">CLICK HERE TO GO BACK TO TOP</a> ( <a href="https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html">https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html</a> )

### Responsibilities and setting agreed activities at subsequent grants

Step	Process
1. Open client's EH event case	<p>From the client's profile in CMS, look at the top right hand corner to identify if there is an existing <b>Emergency Housing Event Case</b> and click on it.</p> <p>Another way to check is to click on <b>Products and Services &gt; Cases</b> and locate if there is an existing '<b>Emergency Housing Event Case</b>'</p> <p>You can also click on 'Emergency Housing Event Cases' tab to see a list of all EH event cases the client has had</p> <p>The three responsibilities in EH are:</p> <ul style="list-style-type: none"> <li><a href="https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/engage-with-support-services.html">engage with support services (if a referral has been made)</a> (<a href="https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/engage-with-support-services.html">https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/engage-with-support-services.html</a>)</li> <li><a href="https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/making-a-reasonable-effort-to-get-other-housing.html">make reasonable efforts in the circumstances to access other housing, including accessing other sources of assistance</a> (<a href="https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/making-a-reasonable-effort-to-get-other-housing.html">https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/making-a-reasonable-effort-to-get-other-housing.html</a>)</li> <li><a href="https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/paying-emergency-housing-contribution-by-date-or-dates-determined-by-msd.html">pay the Emergency Housing contribution by the date or dates determined by MSD</a> (<a href="https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/paying-emergency-housing-contribution-by-date-or-dates-determined-by-msd.html">https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/paying-emergency-housing-contribution-by-date-or-dates-determined-by-msd.html</a>)</li> </ul>
2. Discuss responsibilities, set activities, agree to those activities  <u>MAP: Emergency housing responsibilities</u> <a href="https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/emergency-housing-responsibilities.html">https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/emergency-housing-responsibilities.html</a>	<p>These responsibilities apply to every EH grant from the client's 8<sup>th</sup> night (inclusive) in EH. This means from (and including) the 8<sup>th</sup> night, the responsibilities will apply to the client and they must complete their agreed activities by their next appointment/application for EH grant.</p> <p>The activities must be carefully considered given the client's circumstances and ensure they are reasonable for them to complete by their next appointment/application for EH grant. The client must agree to meet the responsibilities. If the client does not agree to meet responsibilities, they will be declined an EH grant.</p> <p>Note: Please refer to '<a href="#">Responsibility and Activity Guidance</a>' for more information on what types of activities you can set for each responsibility.</p> <p>Once you have determined the activities that are reasonable for the client to complete, you must now add them into the responsibilities and activities tab in the EH event case.</p> <p>Requesting further supporting evidence upfront from the client when setting activities</p> <p>If you consider it is necessary to also issue a request for further supporting evidence as you would like to verify the completion of these activities when the client comes back to re-apply for their next EH grant, you must let the client know upfront you expect them to provide this evidence the next time you see them and also include this information request in their letter, refer to Step 6 for more information on how to do this.</p>
3. Navigate to the responsibilities and activities tab	All 3 responsibilities will automatically load in CMS within the EH event case.

Person Search: My Test Test | Emergency Housing Event Case - Test Test | X

Emergency Housing Event Case - Test Test ( Client Number: 455859282 )

 Test Test  
Primary - 34 years

Open  
(0) Items to Verify  
(0) Evidence In Edit

EH Grants Administration

Responsibilities and Activities

Responsibility Details

Type

- Engage with support services if a referral has been made
- Make reasonable efforts in the circumstances to obtain other housing, including accessing other sources of housing or other assistance
- Pay the client contribution by the next available date

Add the activities under the correct responsibilities

Responsibility Details

Type

- Engage with support services if a referral has been made
- Make reasonable efforts in the circumstances to obtain other housing, including accessing other sources of housing or other assistance
- Pay the client contribution by the next available date

Add Activity

You need to enter in the following fields:

- activity - a brief description of what the activity is,
- the start date – you must not enter a date earlier than the 8<sup>th</sup> night in emergency housing for an EH event,
- the end date – this must be the date of the client's next appointment.

**Note:** You can only add one activity at a time, you will need to repeat the process if you are adding multiple activities.

Add Activity

Activity Details

Activity: Attend appointment with Housing Broker

Start Date: 06/08/2024

End Date: 12/08/2024

Cancel Save

**Note:** For some clients, they may not have an activity to do for some responsibilities for example we may not need to refer them to a support service, or they may pay their EHC by benefit redirection. You do not need to add any activities in this case, the responsibility can remain as is with no activities added.

**Note:** The following message will be displayed if you try to add activities before the 8th night of an EH stay. 'This client has been in EH for <total nights> nights only. Activities should NOT be assigned before the 8th night for an EH Event. Please assign Activities from the 8th night.'

#### 4. Add the activities under the correct responsibilities

Re-check and ensure you have entered the details correctly.

If you have added the wrong activity to a responsibility, you can fix this by:

- Editing the activity or,
- Delete the activity then add a new activity.

Type

Engage with support services if a referral has been made

Activities

Activity	Start Date	End Date	Status	Did the client have a good and sufficient reason for not completing the activity?	Updated By
Attend appointment with Housing Broker	06/08/2024	12/08/2024	Assigned		Updated By: Paul Puttala on 31/07/2024 15:28

Save

#### When to use Activities - Edit Function

You can use the Edit Activity function to update the activity description if you have made a typo or to update the start date/end date of activities if you added incorrect dates by mistake.

You would also use this same function to update the status of activities assigned to the clients as part of the previous grant to Met/Not Met when they come in for a subsequent appointment for EH Grant. Refer to 'Checking Responsibilities are being met from night 8 and adding warnings' process.

#### When to use Activities - Delete Function

You would typically use the Delete Activity function if you have accidentally added the activity against the wrong responsibility or even against the wrong EH Event Case for a client.

Deleting the activity does not delete it from the system, a record of that activity will be there and the status updated to 'cancelled'.

	<p>After you delete an activity, you will no longer be able to edit it. A pop-up warning message will be displayed to you when you attempt to delete an activity "Are you sure you want to delete this Activity? Once deleted this Activity cannot be restored"</p>
	<p>Generate 3. Emergency Housing Responsibilities Letter (you will find a copy of what this letter looks like as well as all the other new EH letters here - <a href="https://doole.ssi.govt.nz/documents/resources/helping-clients/procedures-manuals/emergency-housing/eh-new-letters-26-aug.pdf">New EH letters</a> [<a href="https://doole.ssi.govt.nz/documents/resources/helping-clients/procedures-manuals/emergency-housing/eh-new-letters-26-aug.pdf">https://doole.ssi.govt.nz/documents/resources/helping-clients/procedures-manuals/emergency-housing/eh-new-letters-26-aug.pdf</a>])</p> <p>You will need to create the Responsibilities and Activities Letter from the clients EH Event Case, click on the three dots and launch 'New Letter' option</p> <p>6. Create letter</p> <ul style="list-style-type: none"> <li>• Update postal address in CMS</li> <li>• Generate letter</li> </ul> <p>Note: If you have issued an information request for further supporting evidence you must also include this information in the client's letter. Complete the relevant drop-down option for information request in the letter.</p> <p>Where the client has agreed to the pre-approved security deposit amount, you must enter this amount in the client's 'Emergency Housing responsibilities letter'</p> <p>Once you have actioned above, go to 'Processing EH application in CMS to grant or decline'</p>
7. END OF PROCESS	<p><a href="#">CLICK HERE TO GO BACK TO TOP</a> [<a href="https://doole.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html">https://doole.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html</a>]</p>
<p><b>Check responsibilities are being met from night 8 and adding warnings</b></p>	
Step	Process
1. Re-assess immediate EH need	<p>When the client returns for a subsequent EH Grant you must re-establish their immediate EH need by following the process for 'Assessing immediate EH need'.</p> <p>Once you have re-established the client still has an immediate EH need and they meet all other qualifications, continue to Step 2.</p>
2. Open existing EH event case	<p>There should already be an existing EH event case created on the client's record, locate it on client's profile in CMS, by looking at the top right hand corner to identify if there is an existing <b>Emergency Housing Event Case</b> and click on it.</p> <p>Another way to check is to click on <b>Products and Services &gt; Cases</b> and locate if there is an existing '<b>Emergency Housing Event Case</b>'</p> <p>You can also click on '<b>Emergency Housing Event Cases</b>' tab to see a list of all EH event cases the client has had and make sure to click into the one with Status = Open</p>  <p>You need to look at the EH Event Case start date, this start date will also be visible within the EH event case homepage.</p> <p>To ensure you enter the correct dates for the activities, e.g. from the 8th night onwards, you would also need to check the list of EH hardship applications that have been processed during that period and the check-in/check out dates. This information will all be visible to you within the EH event case homepage.</p>
3. Open the existing responsibilities and activities tab	<p>All three responsibilities will automatically load for every EH event case along with the activities that were already added to them.</p>

Emergency Housing Event Case - Test Test ( Client Number: 455859282 )

Responsibility Details

Type

- Engage with support services if a referral has been made.
- Make reasonable efforts in the circumstances to obtain other housing, including accessing other sources of housing or other assistance
- Pay the client contribution by the next available date

Within the Responsibilities and Activities tab, you will see the activities that were set for the client. There are tabs here where you can filter the Activities by statuses as follows:

- Assigned
- Not met
- Not met with Good Reason
- Met

Click on the 'Assigned' tab and discuss with the client whether they have completed their agreed activities. Update each activity status to indicate if they have been:

- met, or
- not met

If you selected 'not met', you must answer the question 'Good and Sufficient Reason?', select either yes or no and provide 'Reason for not completing the activity'

Activity Details

Activity: Attend appointment with Housing Broker

Start Date: 06/08/2024

Did the client have a good and sufficient reason for not completing the activity?

Responsibility Details

Responsibility Type: Engage with support services if a referral has been made.

Status: Assigned

Cancel Save

**Note:** If a client did not complete an agreed activity but has completed a different activity that effectively achieved a similar outcome to the agreed activity they did not complete. Then you must mark the agreed activity as "Not met" with a good and sufficient reason, with the reason being they completed a different activity that effectively achieved the same outcome.

If you are satisfied that the client has good and sufficient reason for not completing their agreed activities to meet their responsibilities, continue processing hardship application.

If you are not satisfied and you have considered it is necessary that further supporting evidence is required to verify they have good and sufficient reason for not completing one or more of their agreed activities, you may request this evidence from the client.

Note: Please refer to 'Supporting Evidence Guidance' for more information on the types of supporting evidence you can request.

If an applicant does not complete all their agreed activities for a responsibility, you must determine whether the applicant has made enough progress to consider the responsibility met overall. Where an applicant:

- has completed a different activity, or activities, and
- has a good and sufficient reason for not completing the specified activity or activities, and
- this effectively achieves a similar outcome to the agreed activity they did not complete.

You may consider the responsibility met.

If none of these conditions have been met, you will need to check how many warnings the client already has in place before you can issue a new warning.

You will need to advise the client that you are issuing them with a written warning because they have not met their responsibilities if:

- they don't currently have any warnings in the system or
- they only have one warning in the system

If the client already has 2 warnings in the system, go to issuing the non-entitlement period process

If a warning needs to be issued, continue to Step 5

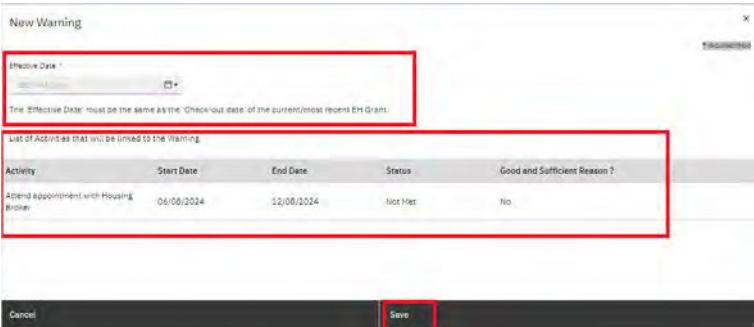
If no warning applies, go to Step 6.

#### 4. Assess if a warning needs to be issued

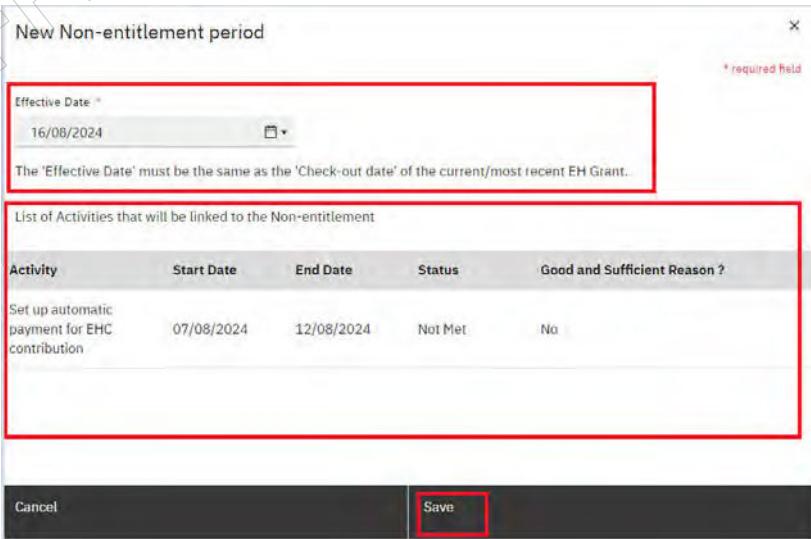
**MAP: Warnings for failing to meet responsibilities**  
<https://doole.ssi.govt.nz/map/income-support/extra-help/emergency-housing/warning-for-failing-to-meet-responsibilities.html>

#### 5. Add a warning

**Important Note:** A Warning can only be added if the client has been in EH for more than 8 nights, and has had an activity assessed as not met at a follow-up appointment. Warning message: 'Warnings can only be issued if the Activity/ies assigned from the 8th night onwards were considered NOT MET in a subsequent appointment for a new EH Grant. Click 'Continue to Add Warning' if these conditions are satisfied.'

	<p>Add a warning by going to Warnings tab &gt; New</p> <ul style="list-style-type: none"> <li>Enter the effective date for warning = this must be the same as the 'Check-out date' for the current/most recent EH grant</li> <li>A list of activities that are linked to warning will automatically populate if their status has been assessed and updated to 'Not Met' without good and sufficient reason, you won't be able to add a warning if this has not been actioned first</li> <li>Check to make sure activities that client has not met are showing correctly. You can go back and edit the activity if it's not right before you click Save.</li> </ul> 
6. Discuss and agree on activities for the next EH grant	Follow process for 'Responsibilities and setting agreed activities at the client's subsequent grants'
7. Create letter	If no warnings apply, generate 3. Emergency Housing Responsibilities Letter. If you have added a warning, generate 4. Emergency Housing Responsibilities Warning Letter You will need to create above letters from the clients EH Event Case, click on the three dots and launch 'New Letter' option
8. END OF PROCESS	<a href="#">CLICK HERE TO GO BACK TO TOP [https://doole.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html]</a>

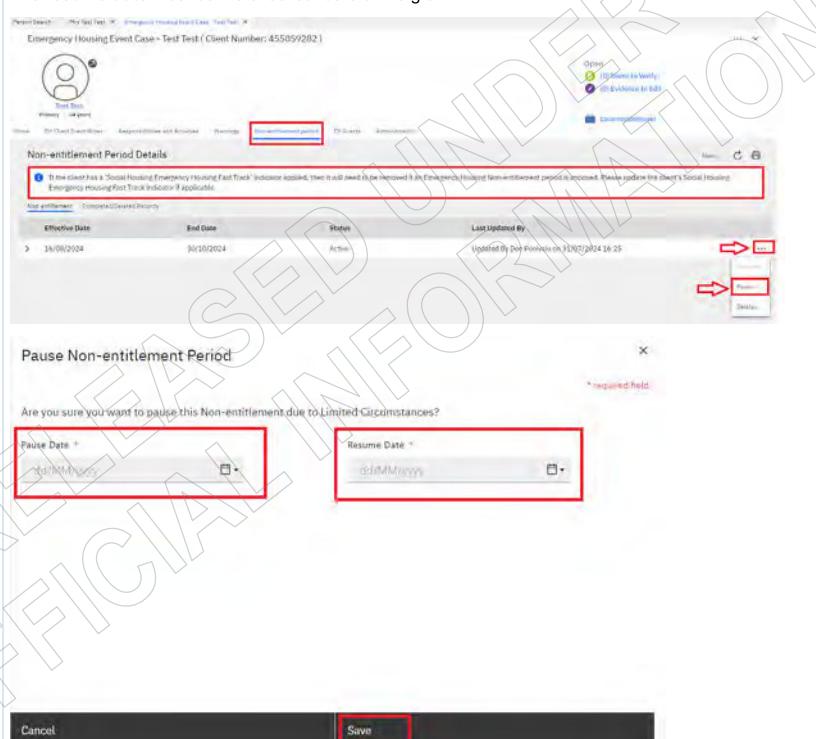
#### Issuing non-entitlement period for EH

Step	Process
1. Establish whether a non-entitlement period should be issued  <a href="#">MAP: 13 week NEP for EH [https://doole.ssi.govt.nz/map/income-support/extra-help/emergency-housing/13-week-non-entitlement-period-for-emergency-housing.html]</a>	<p>Follow the above process (Checking Responsibilities are being met from night 8 and adding warnings) to establish whether the client has met their responsibilities from their previous grant and whether a warning needs to be issued.</p> <p>When you assess that a client has failed to meet their responsibilities for a third time, without good and sufficient reason, and 2 warnings have already been issued, continue to step 2.</p> <p><b>Before you advise your client that you may be issuing a non-entitlement period, you should let your Manager know.</b></p> <p>Add a non-entitlement period by going to <b>Non-entitlement period tab &gt; New</b></p> <ul style="list-style-type: none"> <li>Enter the effective date = The 'Effective Date' must be the same as the 'Check-out date' of the current/most recent EH Grant'.</li> <li>Click Save</li> </ul>  <p><b>Note:</b> The system will automatically calculate the end date of the non-entitlement period, this is 13 weeks from the effective date. When the non-entitlement period ends, the system will automatically reset the warnings within that EH event case.</p>
2. Issue non-entitlement period in CMS	

<p>3. Remove the EH fast-track (if they have one)</p>	<p>When the client has been issued a non-entitlement period, you must ensure you remove their EH fast-track (if they have one).</p> <p>You <b>must</b> add the structured CEN 'CIC - Client may no longer be eligible/want FT'</p> <p>Go to <b>Service Delivery &gt; Housing &gt; Fast Track EH 12+ weeks</b>, click <b>Save &amp; Complete</b> then click create next to 'CIC - Client may no longer be eligible/want FT'</p> <p>Scroll down to '<b>Ineligibility Reason</b>' and select the drop-down option of '<b>13 week non-entitlement period</b>'</p> <p>Add any further notes if relevant into the <b>Comments</b>.</p> <p>You must follow the '<a href="https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/identifying-clients-no-longer-eligible-for-the-eh-fast-track.html">Removing EH fast-track process</a>' in Doogle to remove the EH fast-track.</p> <p><b>Note:</b> The client will not have the EH fast-track added back on if they qualify for EH grant during their non-entitlement period under limited circumstances. The 12 weeks EH fast-track count will restart for the client if they return to emergency housing after their NEP finishes.</p>
<p>4. Explain to the client what happens during their non-entitlement period</p> <p><b>MAP: 13 week NEP for EH</b> <a href="https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/13-week-non-entitlement-period-for-emergency-housing.html">[https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/13-week-non-entitlement-period-for-emergency-housing.html]</a></p>	<p>Explain to the client that they have been issued a non-entitlement period for 13 weeks and that they have the right to review this decision.</p> <p>During their non-entitlement period:</p> <ul style="list-style-type: none"> <li>their non-entitlement period is from dd/mm/yy to dd/mm/yy,</li> <li>they are ineligible for EH grant during this period and there is no opportunity to re-comply,</li> <li>the only way they can get an EH grant is if limited circumstances apply during the non-entitlement period, they are also ineligible to be included as a partner in another's EH grant during their non-entitlement period</li> <li>they cannot be referred to TH by MSD (they can self-refer, or be referred by another 3rd party)</li> <li>their EH fast-track will be removed if they have any</li> </ul> <p>Once you have issued the non-entitlement period in CMS and discussed above with client, go to 'Processing EH application in CMS' and decline EH grant.</p>
<p>5. Create letters</p>	<p>Generate the letter <b>5. Emergency Housing Non-entitlement period letter</b></p> <p>You will need to create <b>5. Emergency Housing Non-entitlement period letter</b> from the clients EH Event Case, click on the three dots and launch 'New Letter' option</p> <p>Once you have actioned above go to 'Processing EH application in CMS' to decline EH grant' and process an '<b>EH grant Hardship decline</b>' letter.</p> <p>Provide both to the client.</p>
<p>6. END OF PROCESS</p>	<p><a href="https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html">CLICK HERE TO GO BACK TO TOP</a> <a href="https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html">[https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html]</a></p>

## Applying limited circumstances

Step	Process
<p>1. Assess if the client meets the criteria for limited circumstances</p> <p><b>MAP: Limited circumstances during NEP for EH</b> <a href="https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/limited-circumstances-during-non-entitlement-for-emergency-housing.html">[https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/limited-circumstances-during-non-entitlement-for-emergency-housing.html]</a></p> <p><b>MAP: Examples of limited circumstances</b> <a href="https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/limited-circumstances-during-non-entitlement-for-emergency-housing.html">[https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/limited-circumstances-during-non-entitlement-for-emergency-housing.html]</a></p>	<p>Assessing Limited Circumstances involves a three-step assessment where you must assess whether the client:</p> <ul style="list-style-type: none"> <li>is facing a crisis situation that is beyond their control, and</li> <li>has two or more risk factors, and</li> <li>is at risk of current or near-term harm.</li> </ul> <p>The client or their dependent child/ren (if any) must meet all three of the above criteria for limited circumstances to apply. More detailed on each of the above criteria will be in MAP.</p> <p>If you are satisfied that the client meets the criteria for limited circumstances, continue processing.</p> <p>If you are <b>not satisfied</b> and you consider it is necessary that further supporting evidence is required to verify that they do meet the criteria for limited circumstances, you may request this evidence from the client.</p> <p>Where the client is unable to supply sufficient evidence, you can ask for the client's consent to contact a third party on their behalf.</p> <p><b>Note:</b> Please refer to '<a href="https://doogle.ssi.govt.nz/documents/resources/helping-clients/procedures-manuals/emergency-housing/eh-supporting-evidence-guidance.pdf">Supporting Evidence Guidance</a>' <a href="https://doogle.ssi.govt.nz/documents/resources/helping-clients/procedures-manuals/emergency-housing/eh-supporting-evidence-guidance.pdf">[https://doogle.ssi.govt.nz/documents/resources/helping-clients/procedures-manuals/emergency-housing/eh-supporting-evidence-guidance.pdf]</a> for more information on the types of supporting evidence you can request.</p> <p>If this is not the client's initial EH grant under limited circumstances <b>skip to Step 5</b></p>
<p>2. Recommendation to either grant or decline under limited circumstances</p>	<p>Once you have determined whether to recommend to grant or decline EH grant under limited circumstances during their non-entitlement period you will need to:</p> <ul style="list-style-type: none"> <li>notify your manager so they can seek approval from Regional Director if this is the client's initial EH grant under limited circumstances.</li> <li>Further subsequent grants under limited circumstances does not require ongoing approval from a Regional Director, this decision can be made by the staff or staff and their manager if further support is required due to complex cases</li> </ul> <p><b>Note:</b> The applicant's partner can still be included in the client's EH grant under limited circumstances.</p> <p><b>Note:</b> In cases where we decline EH grant as limited circumstances do not apply to client, the client's partner can apply for EH in their own right, and include their dependent children (if any) (as long as the client with NEP is not included in the EH accommodation. The income and cash assets of the client with NEP must still be included in the partner's EH grant eligibility assessment).</p>

<p>3. Notify your manager so they can seek approval from Regional Director if this is the client's initial EH grant under limited circumstances.</p>	<p>Notify your manager of the client's situation and discuss why you are recommending either a grant or decline under limited circumstances.</p> <p>Make any necessary changes to your recommendation if required after your discussions</p>
<p>4. Manager to seek approval from Regional Director</p>	<p>Approval Pathway Steps for manager to seek approval from Regional Director (RD)</p> <ol style="list-style-type: none"> <li>1. The manager emails the RD (must include staff member) using the email template in Appendix E</li> <li>2. The RD makes a decision whether or not the email also needs to be shared with the Regional Commissioner and/or the Group General Manager Housing, to ask for advice/make them aware of the situation.</li> <li>3. The staff member will wait for the response on a decision from the RD (same day) before they approve or decline the EH grant in CMS if this is the client initial application under limited circumstances.</li> <li>4. Outcomes of any decisions must include the staff member from step 1 and could include Manager Client Service Delivery, Manager Regional Housing, Manager Client Service Operations or Group General Manager Housing.</li> </ol>
<p>5. Pause non-entitlement period for EH</p>	<p>You can pause the non-entitlement period for EH going to non-entitlement period tab within the EH event case.</p> <ul style="list-style-type: none"> <li>Click three dots on the non-entitlement period record, then click pause. This must be paused each time a grant is approved under limited circumstances.</li> <li>The <b>pause date</b> must be the check in date of the grant</li> <li>The <b>resume date</b> must be the checkout date of the grant.</li> </ul> 
<p><b>MAP: Paying an EH grant when limited circumstances apply</b>  <a href="https://doole.ssi.govt.nz/map/income-support/extra-help/emergency-housing/paying-an-emergency-housing-grant-when-limited-circumstances-apply.html">[https://doole.ssi.govt.nz/map/income-support/extra-help/emergency-housing/paying-an-emergency-housing-grant-when-limited-circumstances-apply.html]</a></p> <p><b>MAP: Examples of limited circumstances</b>  <a href="https://doole.ssi.govt.nz/map/income-support/extra-help/emergency-housing/examples-of-limited-circumstances.html">[https://doole.ssi.govt.nz/map/income-support/extra-help/emergency-housing/examples-of-limited-circumstances.html]</a></p> <p><b>MAP: Determining when limited circumstances no longer apply</b>  <a href="https://doole.ssi.govt.nz/map/income-support/extra-help/emergency-housing/determining-when-limited-circumstances-no-longer-apply.html">[https://doole.ssi.govt.nz/map/income-support/extra-help/emergency-housing/determining-when-limited-circumstances-no-longer-apply.html]</a></p>	<p><b>Note:</b> Pausing the non-entitlement period for EH only applies to emergency housing. You must not do anything to the non-entitlement period for benefits.</p> <p><b>When to use Pause/Resume Date Delete function</b></p> <p>The Pause/Resume Delete function for non-entitlement period in EH can be used if you have accidentally added the wrong Pause Date/Resume Date for the non-entitlement period or paused the non-entitlement period against the wrong EH event case for a client</p>
<p>6. No responsibilities whilst getting an EH grant under limited circumstances</p> <p><b>MAP: Paying an EH grant when limited circumstances apply</b>  <a href="https://doole.ssi.govt.nz/map/income-support/extra-help/emergency-housing/paying-an-emergency-housing-grant-when-limited-circumstances-apply.html">[https://doole.ssi.govt.nz/map/income-support/extra-help/emergency-housing/paying-an-emergency-housing-grant-when-limited-circumstances-apply.html]</a></p>	<p>Responsibilities will not apply to client when their non-entitlement period for EH is paused, and they will be granted an EH grant under limited circumstances</p> <p>The client must still pay the client contribution for any EH grant granted under limited circumstances.</p>
<p>7. Create letter</p>	<p>Generate the letter <b>6. Emergency Housing Non-entitlement Period Pause Letter</b></p> <p>You will need to create <b>6. Emergency Housing Non-entitlement Period Pause Letter</b> from the clients EH Event Case, click on the three dots and launch 'New Letter' option</p>

Once you have actioned above go to the 'Processing EH application in CMS' to grant EH grant.

#### 8. END OF PROCESS

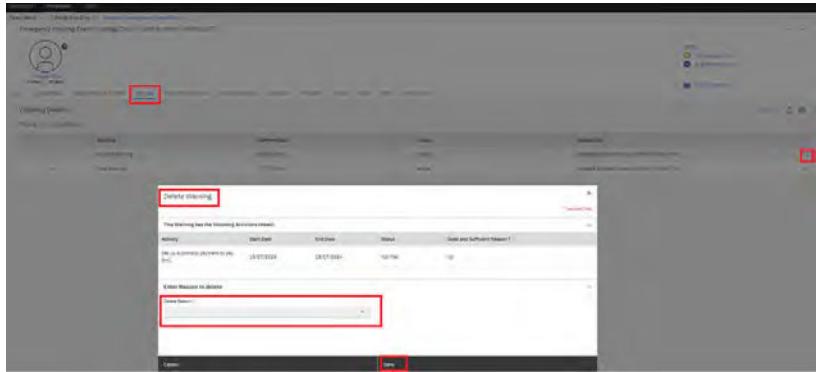
[CLICK HERE TO GO BACK TO TOP \[https://doe.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html\]](https://doe.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html)

#### Deleting the non-entitlement period due to ROD or admin error

Step	Process
1. Assess the reason for deletion of non-entitlement period	<p>A non-entitlement period can only be deleted if the following applies:</p> <ul style="list-style-type: none"><li>• a successful ROD to overturn the decision to issue non-entitlement period, or</li><li>• if a staff member has added this incorrectly (admin error)</li></ul> <p>If yes, delete non-entitlement period.</p>
	<p>You can delete the non-entitlement period by going to non-entitlement period tab within the EH event case</p> <ul style="list-style-type: none"><li>• Click the three dots within the non-entitlement period record then click delete.</li><li>• Select from drop down box the reason to delete: Admin Error or Outcome of ROD</li><li>• Click <b>Save</b> on the confirmation pop up box.</li></ul> 
2. Delete the non-entitlement period	
3. Delete the activity if you have incorrectly issued a warning or NEP based on it	<p><b>How to delete an activity if you have incorrectly issued a warning or NEP based on it</b></p> <p>When an activity is created, it is automatically set the status of "Assigned". ONLY the activities in a status of "Assigned" can be deleted. Once deleted, the activity status is changed to "Cancelled".</p> <p>If a Warning and/or NEP has been created, the activities in a status of "Not Met" and without a good and sufficient reason are automatically linked to the Warning and/or NEP. Once an activity is linked to a Warning or NEP, it cannot be edited, e.g. status changed to Met or Assigned.</p> <ol style="list-style-type: none"><li>1. If you do wish to update the activity that is linked to a Warning or NEP, you must do so in the reverse order as follows:<ol style="list-style-type: none"><li>a. Ensure you have deleted the warning and/or NEP first.</li><li>b. Click the three dots on the relevant activity:<ul style="list-style-type: none"><li>■ the 'Delete' button will be greyed out</li><li>■ click on the 'Edit' button and change the status of activity to Assigned</li></ul></li><li>c. If required, delete the activity</li></ol></li></ol> <p>All changes to activities are audited, so you should be able to see who changed the activity and when they changed it.</p>
4. END OF PROCESS	<p><a href="https://doe.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html">CLICK HERE TO GO BACK TO TOP [https://doe.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html]</a></p>

#### Deleting a warning due to ROD or admin error

Step	Process
1. Assess the reason for deletion of warning	<p>A warning can only be deleted if the following applies:</p> <ul style="list-style-type: none"><li>• a successful ROD to overturn the decision to issue a warning, or</li><li>• if a staff member has added this incorrectly (admin error)</li></ul> <p>If yes, delete the warning.</p>
2. Delete the warning	<p>You can delete the warning by going to <b>Warning</b> tab within the EH event case</p> <ul style="list-style-type: none"><li>• Click the three dots on the warning record then click delete.</li><li>• Select from drop down box the reason to delete: Admin Error or Outcome of ROD</li><li>• Click <b>Save</b> on the confirmation pop up box.</li></ul>



**Note:** You cannot delete a warning if the client has an active non-entitlement period. You will need to delete the non-entitlement period first if it is due to admin error or outcome of ROD.

	<p><b>How to delete an activity if you have incorrectly issued a warning or NEP based on it</b></p> <p>When an activity is created, it is automatically set the status of "Assigned". ONLY the activities in a status of "Assigned" can be deleted. Once deleted, the activity status is changed to "Cancelled".</p> <p>If a Warning and/or NEP has been created, the activities in a status of "Not Met" and without a good and sufficient reason are automatically linked to the Warning and/or NEP. Once an activity is linked to a Warning or NEP, it cannot be edited, e.g. status changed to Met or Assigned.</p> <p>3. Delete the activity if you have incorrectly issued a warning or NEP based on it</p> <ol style="list-style-type: none"><li>1. If you do wish to update the activity that is linked to a Warning or NEP, you must do so in the reverse order as follows:<ol style="list-style-type: none"><li>a. Ensure you have deleted the warning and/or NEP first.</li><li>b. Click the three dots on the relevant activity:<ul style="list-style-type: none"><li>the 'Delete' button will be greyed out</li><li>click on the 'Edit' button and change the status of activity to Assigned</li></ul></li><li>c. If required, delete the activity</li></ol></li></ol> <p>All changes to activities are audited, so you should be able to see who changed the activity and when they changed it.</p>
4. END OF PROCESS	<p><b><u><a href="#">CLICK HERE TO GO BACK TO TOP</a></u></b> [<a href="https://doole.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html">https://doole.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html</a>]</p>

## Supporting evidence guidance

These are examples of information that could be requested when you are assessing:

- the eligibility of a client,
- whether they have completed their activities, and
- whether they have good and sufficient reasons to not have completed their activities.

You should only request information where you are **not** already satisfied that the client has met the criteria/responsibility/reason.

The information you request should only be applied to the question you need to answer, and you should only use this information for that reason.

The information you request needs to be reasonable for the client to gather in the time available to them.

If the client requires more time to obtain the evidence due to conditions outside of their control, you may consider granting a short stay as the evidence verification threshold is lower for initial EH grants than for subsequent EH grants.

**Note:** The examples given are not an exhaustive nor prescriptive list. It is important that you only request evidence that is reasonable for a client to obtain in their circumstances and that is specific to their situation.

**Note:** The evidence used to verify an immediate housing need should be related to the cause of the need. e.g. if the client is living in a car, the focus is on verifying the situation that led them to living in the car, not evidence of the car itself.

Eligibility Criteria	Possible Examples of Verification
Have immediate housing need	<ul style="list-style-type: none"> <li>• Tenancy tribunal ruling</li> <li>• Correspondence from previous landlord/accommodation provider <ul style="list-style-type: none"> <li>◦ Verification of end of tenancy e.g. 90 day notice</li> </ul> </li> <li>• Verbal or written contact between MSD staff and previous landlord/accommodation provider</li> <li>• Notice from local authorities for unsafe housing <ul style="list-style-type: none"> <li>◦ Healthy Homes report</li> </ul> </li> <li>• Police records</li> <li>• Record of engagement with Family Violence Response Coordination</li> <li>• Official correspondence from employer <ul style="list-style-type: none"> <li>◦ moving regions for a new job</li> <li>◦ end of employment where accommodation was provided as part of the employment package</li> </ul> </li> <li>• Medical records <ul style="list-style-type: none"> <li>◦ Hospital release form</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Needs assessment</li> <li>• Other available documents from other agencies <ul style="list-style-type: none"> <li>○ Oranga Tamariki parenting order</li> <li>○ Family Group Conference meeting minutes</li> </ul> </li> </ul>
Income and cash asset test	<ul style="list-style-type: none"> <li>• Pay slips</li> <li>• IRD income summary/verification</li> </ul>
Residency	<ul style="list-style-type: none"> <li>• Related visa</li> </ul>
Ability to meet the immediate need	<ul style="list-style-type: none"> <li>• Contacting family or partner</li> <li>• Medical records</li> </ul>
Contribution to Emergency Housing Need	<ul style="list-style-type: none"> <li>• Tenancy tribunal ruling</li> <li>• Correspondence from previous landlord/accommodation provider</li> <li>• Verbal or written contact between MSD staff and previous landlord/accommodation provider</li> <li>• Police report</li> <li>• Official correspondence from employer</li> <li>• Contacting previous landlord/accommodation provider</li> </ul>

### Confirming Responsibilities

Client Contribution	<ul style="list-style-type: none"> <li>• Bank account verification</li> <li>• Pay slips</li> </ul>
Reasonable efforts	<ul style="list-style-type: none"> <li>• Tenancy applications (summary available on front page of client's Tenancy Portals - Rent and Tenant Portal)</li> <li>• Notification of attendance at meetings with housing providers</li> <li>• Correspondence with housing providers</li> <li>• Confirmed attendance at housing courses such as Ready to Rent</li> </ul>
Engage with support service	<ul style="list-style-type: none"> <li>• Attending meetings with support services</li> <li>• Correspondence with support services</li> <li>• Engagement with GP/health appointments</li> </ul>

### Verifying Good & Sufficient Reasons & Exceptional Circumstances

Good & Sufficient Reasons	<ul style="list-style-type: none"> <li>• Police reports</li> <li>• Court documents</li> <li>• Support service providers correspondence</li> <li>• Medical documents or correspondence from health providers</li> <li>• Death certificate</li> <li>• Cancellation notices</li> <li>• Correspondence with childcare providers</li> </ul>
Limited Circumstances	<ul style="list-style-type: none"> <li>• Police reports</li> <li>• Medical documents</li> <li>• Support service providers</li> </ul>

## Emergency Housing Resolution Framework

The purpose of the Emergency Housing Resolution Framework is to support you when you are considering whether to grant an EH Grant. It can be used at the time of an EH Grant application for an initial EH Grant or a subsequent grant.

On this Page:

### Emergency Housing Request at Reception/ Front of House

For clients requesting Emergency Housing at reception, please follow the steps below:

**Initial Screening of Emergency Housing Requests:** Front of House staff will screen all clients requesting accommodation support to understand their specific needs and book the appropriate appointment. You must create a Housing Client event note (go to **Housing>Emergency Housing>Screening Pre-Emergency Housing** (if one doesn't already exist).

**Youth Clients:** Clients who are enrolled in Youth Service and in receipt of either the Youth Payment (YP) or Young Parent Payment (YPP) should follow the [Youth Service Emergency Housing Process](#) [<https://providers.youthservice.govt.nz/assets/Housing/Youth-Service-EH-end-to-end-31-01-2025.pdf>].

**Connecting Clients to the Right Support:** Based on the screening, clients will either be connected with an on-site staff member, booked into Q-Manager for an appointment, or have their request completed immediately (if it is something that can be completed at reception). If Emergency Housing is required, an application must be completed. If other support, such as rent arrears or hardship assistance is more appropriate, the relevant appointment will be arranged.

**EH Application:** All requests for Emergency Housing (EH) application are either approved or declined in CMS and the client is informed of the outcome, including their review rights.

**Appointment Timing:** Find the best time to book the client appointment based on the urgency of their situation, while keeping in mind the SLA for an EH appointment request is 24 hours.

### Understanding the Client's Emergency Housing Need

To help resolve a client's emergency housing needs, we need to understand their situation and why they need immediate assistance. We need to do all we can to make sure people get the right support, including any support that could help them to stay in their current housing (if that is appropriate in the client's situation.) EH is a last resort assistance. Here are the steps to follow:

#### Assess the client's immediate need:

**Screening Pre-Emergency Housing CEN:** Check in CMS if there is an existing 'Screening Pre-Emergency Housing' CEN to help you understand a brief background to the client's situation as to why they have contacted MSD for help.

**Identify the Reason:** Understand why the client has an immediate emergency housing need

**Living Situation:** Determine where they have been living and what led to their emergency housing need

**Exploring other options:** Check if the client, their partner, and children have access to other adequate short-term accommodation.

**Housing Barriers:** Understand factors impacting their ability to find short-term and long-term housing

**Check Full and Correct Entitlement (F.A.C.E.):** Ensure they are receiving their full and correct entitlements or non-emergency housing assistance.

**EH is a last resort assistance:** An Emergency Housing Grant (EHG) is last resort assistance for clients with an immediate EH need. It can be used to pay for emergency accommodation when a client cannot remain where they are and don't have access to other accommodation adequate for their needs in the short-term.

**You may also want to consider other factors such as** health, family violence, safety concerns, and access to work and school, bail conditions (MoJ), corrections cohort.

For more information, see [Map](#) [<http://doogle/resources/helping-clients/procedures-manuals/emergency-housing/eh-resolution-framework-map-links.html>].

#### Access to Other Adequate Accommodation

If a client has access to other accommodation options, they may not have an immediate EH need. Consider the client's circumstances and their immediate family on a case-by-case basis.

A client **may not** have an adequate place to stay if the available accommodation, for example:

- Is an unsafe environment (e.g. drugs or other crimes)
- Is unsafe for children, the client, or their partner
- Lacks essential amenities like toilets, cleaning facilities, and food preparation areas
- Is too far from a hospital if the client, their child, or partner is undergoing medical treatment

For more information, see [Map \[http://doogle/resources/helping-clients/procedures-manuals/emergency-housing/eh-resolution-framework-map-links.html\]](http://doogle/resources/helping-clients/procedures-manuals/emergency-housing/eh-resolution-framework-map-links.html).

**Important Reminder:** While resolving the client's immediate, short-term housing needs, it's crucial to also consider their longer-term housing needs and the potential barriers they may have.

### Key Considerations for Emergency Housing:

**Support Network:** Can they stay with whānau or friends who have spare bedrooms/ couch? (when this is adequate for their needs in the short-term)

**Current/Previous Accommodation:** Why they can no longer stay where they were

**Transitional Housing:** Consider a referral if there is a suitable vacancy

**Long-term solutions:** Is there other assistance available that could resolve their housing needs, e.g., through Housing Support Products (HSP) or Accommodation Supplement (AS)

**Employment:** Check if employment would help them stay where they are

**Broker Referrals:** Ensure they are referred to a work and/ or housing broker based on client's situation

**Tenancy Issues:** Previous tenancy problems or tribunal issues.

## Family Violence

If there is any indication of family violence, it **must** be addressed immediately. Use the [Guidance for Discussing Emergency Housing Needs with Clients Experiencing Family Violence \[https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/guidance-for-staff-discussing-emergency-housing-needs-with-clients-experiencing-family-violence.html\]](https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/guidance-for-staff-discussing-emergency-housing-needs-with-clients-experiencing-family-violence.html) to support your conversation. You can find local, regional, and national support services, including services available 24/7 in the [Family Violence Support Services \[http://doogle/documents/resources/helping-clients/procedures-manuals/emergency-housing/family-violence-national-support-services-list-of-providers-sept-2025-.xlsx\]](http://doogle/documents/resources/helping-clients/procedures-manuals/emergency-housing/family-violence-national-support-services-list-of-providers-sept-2025-.xlsx) List, they may be able to offer support to the client and their dependent children.

## Assess if the Client Qualifies for Emergency Housing

### Qualifications for Emergency Housing

To get an EH Grant, the client must:

- have an immediate housing need
- meet an income and cash asset test (unless there are exceptional circumstances) and
- meet the residence criteria and
- understand and agree to meet the emergency housing (EH) responsibilities

You must also consider:

- the client's ability to meet their immediate emergency housing need in another way
- whether the emergency housing supplier is opted-in to the supplier standards
- if the emergency housing accommodation is adequate and an actual and reasonable cost

You may also consider:

if the client has caused or contributed to their immediate housing need, e.g. cannot remain in their current place due to damaging the property, or exhibiting anti-social behaviour such as threats, intimidation, drug or alcohol abuse, or theft.

For more information, see [Map \[http://doogle/resources/helping-clients/procedures-manuals/emergency-housing/eh-resolution-framework-map-links.html\]](http://doogle/resources/helping-clients/procedures-manuals/emergency-housing/eh-resolution-framework-map-links.html).

## Establishing an Immediate EH need

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**This section gives you some guidelines to help you establish if a client has an immediate EH (Emergency Housing) need.**

### What is an immediate EH need

A client would be assessed as having an immediate EH need if, on the date they apply or during some or all of the next 7 nights they:

cannot remain in their usual place of residence (if any) **and**

will not have any access to other accommodation that is adequate for the needs of the client and their partner and dependent children (if any) immediate family

**Note:** If a client has access to other adequate short-term accommodation (but they decline to stay there without a good reason), they do not have an immediate emergency housing need.

### Client does not have an immediate emergency housing need

If the client **does not** have an immediate emergency housing need, but they still need help with finding long-term accommodation, you can check if they may qualify for other assistance such as the Accommodation Supplement, Temporary Additional Support, Housing Support Products, or Social Housing. You cannot approve an EH Grant if the client does not have an immediate emergency housing need.

For more information, see [Map](http://doogle/resources/helping-clients/procedures-manuals/emergency-housing/eh-resolution-framework-map-links.html) [<http://doogle/resources/helping-clients/procedures-manuals/emergency-housing/eh-resolution-framework-map-links.html>].

## Considering an Emergency Housing Grant (EH Grant)

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### This section provides you with information about paying an EH Grant.

**Note:** it is important to check if there is Transitional Housing available that meets the clients' needs before placing them in EH.

### Granting for Less Than 7 Nights

**Less than 7 nights:** An EH Grant can be for less than 7 nights if appropriate for the client's situation. This can be an initial or subsequent grant. For example, if the client has been accepted into TH but the place is not available, we can grant a client EH until the TH place is available for them to move into.

**Exceptional Circumstances:** If a client cannot be seen face-to-face, a phone assessment can take place, the client will need to be booked in to the next available face-to-face appointment and be granted a short stay until that appointment.

**Face-to-Face Appointments:** If a subsequent grant is likely, book a face-to-face appointment before the current grant ends.

**Granting less than 7 nights:** If a client needs more time to provide further verification, you may consider granting a short stay (e.g. the client has until their next appointment to provide the further verification MSD asked for, and that is 4 days from now).

For scenarios, see: [Counting the first 7 nights of a new emergency housing event.](https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/counting-the-first-7-nights-of-a-new-emergency-housing-event.html) [<https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/counting-the-first-7-nights-of-a-new-emergency-housing-event.html>]

### Granting for 7+ Nights

**Standard Duration:** Typically, an EH Grant is for up to 7 nights.

**Extended Duration:** Grants can be extended beyond 7 nights in specific situations:

**Up to 14 Nights:** When there is low availability of emergency housing in the region.

**Up to 21 Nights:** When a client has had an EH Grant for at least 7 nights for the same event and meets additional qualifications.

For more information, see [Map](http://doogle/resources/helping-clients/procedures-manuals/emergency-housing/eh-resolution-framework-map-links.html) [<http://doogle/resources/helping-clients/procedures-manuals/emergency-housing/eh-resolution-framework-map-links.html>].

## When an EH Grant is Granted

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## Explaining Emergency Housing Responsibilities

You must advise the client of their EH responsibilities. From night 8 onwards, clients must agree to and meet the following responsibilities while staying in emergency housing:

**Engage with Support Services:** If referred by MSD, clients must actively engage with these services.

**Seek Other Housing:** Clients must make reasonable efforts to find other housing, including accessing other sources of housing assistance.

**Pay Client Contribution:** Clients must pay their contribution by the due date determined by MSD.

**Warnings:** If responsibilities are not met without a good and sufficient reason, the client will receive a warning.

**Grant will be declined:** After 2 warnings, and not meeting their responsibilities for a third time, the EH Grant will be declined, and a 13-week non-entitlement period will apply

## When an Emergency Housing Grant is granted, clients must be advised of the expectations and conditions of payment for emergency housing.

You must also advise the client of the expectations & conditions of payment. This includes:

**Not causing or contributing to their immediate EH need:** For example, follow the rules of stay set by the housing supplier and be responsible for any damages caused by the client or anyone staying with them

**Grant may be declined:** If the client causes or contributes to their need for EH (e.g., breaking supplier's rules and being asked to leave), subsequent EH Grants may be declined.

Provide the client with details on what to expect from us and their accommodation provider, the expectations, and conditions of payment, and

what to do if they have any issues or concerns when staying in EH – [Emergency housing – what you need to know](https://doogle.ssi.govt.nz/documents/resources/helping-clients/forms-templates/work-and-income/factsheets/emergency-housing-what-you-need-to-know-factsheet-sha332w.pdf) [<https://doogle.ssi.govt.nz/documents/resources/helping-clients/forms-templates/work-and-income/factsheets/emergency-housing-what-you-need-to-know-factsheet-sha332w.pdf>]

For more information, See [Map](http://doogle/resources/helping-clients/procedures-manuals/emergency-housing/eh-resolution-framework-map-links.html) [<http://doogle/resources/helping-clients/procedures-manuals/emergency-housing/eh-resolution-framework-map-links.html>].

## What does an EH Grant cover?

An EH Grant covers the cost for the actual and reasonable costs for **adequate emergency housing** that meets the needs of the client, their partner, and dependent children (if any).

This includes:

nightly rate of the emergency accommodation, for example, in a hostel, motel or night shelter or other community emergency housing provider

Security Deposit Pre-Approval: When the client qualifies for EH grant or TH and the supplier/provider requires a security deposit, a security deposit can be approved as security against loss or damage to the supplier/provider property. You will need to explain the security deposit process and key points such as the pre-approved security deposit amount to the client.

For more information, See [Map](http://doogle/resources/helping-clients/procedures-manuals/emergency-housing/eh-resolution-framework-map-links.html) [<http://doogle/resources/helping-clients/procedures-manuals/emergency-housing/eh-resolution-framework-map-links.html>].

## If You Are Considering Declining

**There are situations when you cannot grant an EH Grant and it must be declined. These circumstances include (but are not limited to):**

the client does not meet the qualifications for an EH grant

the client refuses to provide verification and MSD does not have enough information to determine that the client meets the core eligibility criteria

the client is currently on a 13-week non-entitlement period for EH

**There are situations when you can decline an EH Grant. These circumstances include (but are not limited to) when:**

the client can meet their emergency housing need in another way

the client has caused or contributed to their emergency housing need. **For example:**

the client cannot remain in their current accommodation due to intentionally damaging the property, or exhibiting anti-social behaviour such as threats, intimidation, drug or alcohol abuse, or theft or

the client had to leave their EH accommodation because they broke the supplier's rules of stay

For more information, See [Map](http://doogle/resources/helping-clients/procedures-manuals/emergency-housing/eh-resolution-framework-map-links.html) [<http://doogle/resources/helping-clients/procedures-manuals/emergency-housing/eh-resolution-framework-map-links.html>].

**If you are considering declining an EH Grant where the whānau/ household has dependent children, you will need to follow the [Decline Escalation Pathway](http://doogle/documents/resources/helping-clients/procedures-manuals/emergency-housing/decline-escalation-pathway-clients-with-children-only-updated-sep-2025.pdf) [<http://doogle/documents/resources/helping-clients/procedures-manuals/emergency-housing/decline-escalation-pathway-clients-with-children-only-updated-sep-2025.pdf>] to receive sign off from your Regional Director.**

### **Declining when a client has contributed to their EH need**

When a client applies for an EH grant, you may consider if they have caused or contributed to their EH need.

Contributing factors may include:

seeking EH in one region while travelling to another (just passing through)

causing intentional damage in their previous EH or Transitional Housing placement

breaking the supplier's rules of stay in their EH accommodation and being asked to leave or evicted by the supplier

being asked to leave from EH accommodation by the supplier due to anti-social or dangerous behavior

exhausting all EH options in the region due to anti-social and/ or dangerous behavior, resulting in suppliers refusing to accommodate the client and their whānau

voluntarily leaving an affordable private rental/social house without a good and sufficient reason

being evicted or handed a 90 day notice due to rent arrears or damage to property

**Note:** People who left their housing due to experiencing family violence or harm **will not** be considered to have caused or contributed to their immediate emergency housing need. Use the Guidance for Discussing Emergency Housing needs with clients experiencing family violence to support your conversation

For more information, See [Map](http://doogle/resources/helping-clients/procedures-manuals/emergency-housing/eh-resolution-framework-map-links.html) [<http://doogle/resources/helping-clients/procedures-manuals/emergency-housing/eh-resolution-framework-map-links.html>].

### **Final Actions**

**EH Application:** Ensure Emergency Housing application has been completed for every request, regardless of the outcome

**Providing EH Information:** Provide details on what to expect from MSD and the EH Provider, payment conditions, and how to make a complaint. – [Emergency housing – what you need to know](https://doogle.ssi.govt.nz/documents/resources/helping-clients/forms-templates/work-and-income/factsheets/emergency-housing-what-you-need-to-know-factsheet-sha332w.pdf) [<https://doogle.ssi.govt.nz/documents/resources/helping-clients/forms-templates/work-and-income/factsheets/emergency-housing-what-you-need-to-know-factsheet-sha332w.pdf>]

**Case Management:** Refer the client for intensive case management while they are in EH.

**Social Housing Register:** If the client is not on the SH register, complete screening/assessment and/or book client for an SH Assessment Appointment.

**Update SH Application:** If already on the waitlist, make sure their current circumstances are reflected in their application by referring the client to the Centralised Unit Housing at 0800 463 768 to update their existing application.

### **Escalation to Oranga Tamariki**

If there is a risk to a child including physical or sexual harm, exposure to family violence or neglect, the manager will need to make a report of concern to [Oranga Tamariki](https://doogle.ssi.govt.nz/community/display/HIYA/Referrals+and+Escalations#expand-OrangaTamariki) [<https://doogle.ssi.govt.nz/community/display/HIYA/Referrals+and+Escalations#expand-OrangaTamariki>].

Child Protection: our commitment - Doogle [<https://doogle.ssi.govt.nz/resources/helping-staff/policies-standards/hr/hr-policies/child-protection-policy/index.html>].

**Important: Record complaints and notes**

Record any complaints in the HIYA complaints system [[http://hiya.ssi.govt.nz/Alerts/Complaints/Complaint\\_New.jsp](http://hiya.ssi.govt.nz/Alerts/Complaints/Complaint_New.jsp)].

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## Decline Reasons

The following table contains a list of reasons why MSD can/may decline a client's EH grant in one column, and the recommended reason to be selected for the "Decline Reason" dropdown option as part of the EH grant in the other column.

Reason MSD can decline an EH grant	Reason to select in the 'Decline Reason' dropdown
The applicant does not have an immediate emergency housing need	You do not have an immediate need
The applicant has met can meet their immediate emergency housing need from their own resources or other sources of assistance (part of determining whether there is an immediate need)	The need can be met in another way
The applicant does not meet the income limit test (unless exceptional circumstances apply)	Cash assets/Income exceed limit
The applicant does not meet the cash asset limit test (unless exceptional circumstances apply)	Cash assets/Income exceed limit
The applicant does not meet the residency criteria	The residency criteria for this grant have not been met
The applicant has their main benefit reduced or suspended under a sanction for failing to meet their obligations	Your main benefit is currently reduced or suspended under a sanction for failing to meet your work obligations
The supplier is a not opted-in supplier and an exception does not apply	You declined adequate accommodation that is opted-in to the supplier standards, and you're not eligible for not opted-in accommodation
The applicant refuses to agree to meet their responsibilities	You did not agree to meet the responsibilities of this grant
The applicant has not met their responsibilities agreed to at the previous grant (and has received two warnings) and does not have a good and sufficient reason for not meeting their responsibilities and limited circumstances <b>don't apply</b>	You are on a non-entitlement for emergency housing
The applicant has a 13 week non-entitlement period for emergency housing and limited circumstances do not apply	You are on a non-entitlement for emergency housing

MSD may consider the extent to which the applicant has caused or contributed to their immediate need or to the situation that has given rise to the immediate need	You have caused or contributed to your immediate need
<b>The applicant's partner is on a non-entitlement period for EH and applicant wants partner included in their EH grant.</b>	Partner on non-entitlement for emergency housing is on the application
The applicant declines to provide information MSD requests	The required supporting evidence has not been provided
The applicant has their main benefit cancelled	You are currently on a 13-week non-entitlement period for a benefit

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**Email Template for initial EH grants under limited circumstances**

The applicable reporting manager is required to send an email to their Regional Director to request approval to either grant or decline EH grant if this is the client's initial application under limited circumstances. The request for approval email should contain the following information:

**Email Template:**

1. Client's personal details and SWN#
2. Client's whānau/household makeup (including dependants and their ages)
3. A summary of:
  - a. Your recommendation to either grant or decline EH grant under limited circumstances and why
  - b. Previous EH grants and outcome (if applicable)
  - c. The current total EH grant cost
  - d. Any other supports the client is receiving from MSD
4. Supporting evidence, such as:
  - a. Communication between MSD staff and the EH supplier
  - b. Communication between MSD staff and contracted EH staff
  - c. Interactions with the client and the EH supplier or contracted/support staff
  - d. Support offered by MSD
  - e. Warning letters to client(s)
5. Any other information that you deem important

Responsibility and Possible Activity Examples	
Applicant has paid the emergency housing contribution from the 8th night of stay	<ul style="list-style-type: none"> <li>• Set up a payment plan,</li> <li>• Set up benefit redirection,</li> <li>• Set up debt recovery process.</li> </ul>
Applicant has made reasonable efforts to obtain other housing, including accessing other sources of housing or other assistance	<ul style="list-style-type: none"> <li>• Accept referral to transitional housing or social housing and make contact,</li> <li>• submit applications for private rental or boarding accommodation,</li> <li>• check credit rating,</li> <li>• apply for rentals through the tenancy portal,</li> <li>• engage with MSD to understand their full and correct entitlements,</li> <li>• access other housing-related financial assistance if eligible,</li> <li>• apply for a hard copy of ID,</li> <li>• obtain previous rental references,</li> <li>• attend budgeting appointment,</li> <li>• attend housing broker appointment,</li> <li>• reactivate application or apply for social housing.</li> </ul>
Applicant has engaged with support services if a referral has been made.	<ul style="list-style-type: none"> <li>• Attend appointment with housing broker</li> <li>• Attend appointment with transitional housing provider</li> <li>• Attend appointment with housing navigator</li> <li>• Attend engagement with any NGO Social Services.</li> </ul>
Examples of support services	<ul style="list-style-type: none"> <li>• Initiatives to get drivers licence</li> <li>• Budgeting or financial services</li> <li>• Ready to rent course</li> <li>• Iwi/Pacific support services</li> </ul>

Accurately documenting activities:

It is important to document the activities correctly within the emergency housing event case.

When you generate the letters for the client, you will copy and paste the activities from the event case into the free text fields. These will be able to be formally reviewed as part of formally reviewing a warning, so they need to be written out accurately.

Please follow the structure of the examples below to write your activities into the system.

[Set up] a [payment plan].

[Attend] an [appointment with a housing broker].

[Submit] an [application for a private rental].

Check that you have written a full sentence with a capital letter and full stop, and that you have not used text language or any shorthand.

If you have determined that it is not appropriate to set an activity for a client that week, please use this phrase in the event case and copy and paste into the free text field in the letter.

[You have not been set an activity for this responsibility].

# Conversation guidelines

Emergency housing changes, 26 August 2024

## **Tips on talking with clients about their responsibilities, activities, warnings and non-entitlement periods while staying in emergency housing.**

Here are some helpful conversation tips to help kick start interactions with clients and visualize successful outcomes. Keep in mind, these are not to be used as scripts; each interaction is unique. Use these suggestions to guide the structure of your day-to-day conversations until you build your confidence with these new changes.

### **These conversation guidelines cover:**

- Initial grant – setting expectations
- Subsequent grants – setting activities
- Assessing if responsibilities have been met
- Issuing a warning
- Issuing a non-entitlement period (NEP)
- Declining an EH grant during NEP
- Talking to clients calling during NEP for an EH grant

## Initial grant – setting expectations

Key topic to cover	Example conversation starters
<b>Explain responsibilities</b>	<p><i>There are responsibilities you need to agree to meet to stay in emergency housing. If you need to stay longer than 7 nights, you'll need to complete activities to help you meet the responsibilities. It's important you understand what these are and what they mean for you, and what will happen if you don't meet them.</i></p> <p><i>The three responsibilities are to:</i></p> <ol style="list-style-type: none"> <li><i>1. engage with support services if we referred you to them</i></li> <li><i>2. make a good effort to get housing and use services available to help you</i></li> <li><i>3. pay the Emergency Housing Contribution before your next Emergency Housing Grant.</i></li> </ol> <p><i>The responsibilities are aimed at supporting you out of emergency housing and into stable housing.</i></p> <p><i>[hand client a copy of the client guide and point out this list]</i></p>
<b>Explain activities</b>	<p><i>If you need to stay for longer than 7 nights, we will set activities together at your next appointment. When we set activities, we'll take your situation into account and look at what's achievable for you.</i></p> <p><i>Examples of activities are:</i></p> <ul style="list-style-type: none"> <li><i>• For engaging with support services, this might be meeting with a housing broker.</i></li> <li><i>• For making a good effort to get housing, your activity could be submitting an application for a rental.</i></li> <li><i>• To pay your emergency housing contribution, your benefit may be redirected automatically. If not, we'll make a plan to help you set up a payment.</i></li> </ul> <p><i>You'll need to complete your activities before the following appointment, and then we'll set new ones for the week after.</i></p>
<b>Check understanding</b>	<p><i>I want to check that you understand the responsibilities and activities.</i></p> <ul style="list-style-type: none"> <li><b><i>• Do the responsibilities make sense to you?</i></b></li> <li><b><i>• Do you understand that the activities are set to ensure you meet the responsibilities?</i></b></li> <li><b><i>• Do you understand when you will be set activities?</i></b></li> <li><b><i>• Do you understand when you will need to complete your activities by? It is by your following appointment, not your following grant period.</i></b></li> <li><b><i>• Do you have any questions about any of this so far?</i></b></li> <li><b><i>• Do you agree to meet your responsibilities?</i></b></li> </ul>

<b>Explain warnings</b>	<p><i>There are consequences for not meeting your responsibilities. The first and second time you don't meet your responsibilities you'll get a written warning. If you don't meet your responsibilities for a third time you won't be able to get emergency housing for 13 weeks.</i></p> <p><i>This won't affect your benefit payments or other services and supports, however, if you are on the emergency housing fast-track for social housing, this fast track will be removed</i></p> <ul style="list-style-type: none"> <li>• Do you understand these consequences?</li> <li>• Do you have any questions about the consequences?</li> </ul>
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Key topic to cover	Example conversation starters
<b>Reinforce understanding of responsibilities</b>	<p><i>At your last appointment we talked about things you need to do if you need to stay in emergency housing longer than 7 nights. There are responsibilities you need to agree to meet. The responsibilities are aimed at supporting you out of emergency housing and into stable housing.</i></p> <p><i>You'll meet your responsibilities by completing activities. It is important that you understand what these are and what they mean for you, and what will happen if you don't meet them.</i></p> <p><i>The three responsibilities are to:</i></p> <ol style="list-style-type: none"> <li>1. engage with support services if we referred you to them</li> <li>2. make a good effort to get housing and use services available to help you</li> <li>3. pay the Emergency Housing Contribution before your next Emergency Housing Grant.</li> </ol>
<b>Set activities</b>	<p><i>We are going to set activities now to ensure you meet these responsibilities. We'll talk about your situation and work out what will be achievable for you. You'll need to complete them before our next appointment [add date and time].</i></p> <ul style="list-style-type: none"> <li>• Which support services have you engaged or worked with in the past or are you engaged or working with now?</li> <li>• How are you doing with your existing support services? Are you finding it helpful?</li> <li>• What are the main barriers you're experiencing or things that are stopping you getting into other housing? Are there other services you think would be helpful for you right now to overcome these barriers?</li> <li>• What can you do this week to get organized to apply for rentals?</li> <li>• Are you on the social housing register?</li> <li>• Do we need to make any arrangements for your emergency housing contribution to be paid? If you're on a main benefit, your contribution will automatically come out of this, so we won't set an activity for this.</li> <li>• Are you going to have any trouble completing the activities we've discussed?</li> </ul>

	<ul style="list-style-type: none"> <li>• Is there anything we can do to reduce any barriers in your way of completing your activities?</li> </ul> <p>You will need to attend appointments to apply for further EH grants.</p> <p>At our next appointment we'll check if you've completed your activities to meet your responsibilities. We will then set more activities for you to complete before we meet again for another grant.</p>
<b>Check understanding and gain agreement</b>	<p>Before we move on to the consequences for not meeting responsibilities, I want to check that you understand the responsibilities and activities.</p> <ul style="list-style-type: none"> <li>• Do the responsibilities make sense to you?</li> <li>• Do you understand what you have to do to meet the responsibilities?</li> <li>• Do you understand you need to complete your activities before your next housing appointment?</li> <li>• Do you have any questions or concerns about completing your activities?</li> <li>• <b>Do you agree to meet the responsibilities by completing the activities we set out today?</b></li> </ul>
<b>Reinforce consequences</b>	<p>There are consequences for not meeting your responsibilities.</p> <p>If you don't have a good reason for not meeting your responsibilities, you will receive a written warning.</p> <p>If you don't have a good reason for not meeting your responsibilities a second time, you will receive a second written warning.</p> <p>If you don't have a good reason for not meeting your responsibilities a third time you won't be able to get emergency housing grants for 13 weeks (this is a 13-week non-entitlement period).</p> <p>This won't affect your benefit payments or other services and supports.</p> <ul style="list-style-type: none"> <li>• Do you understand these consequences?</li> <li>• Do you have any questions about the consequences?</li> </ul> <p>I'm giving you this letter which outlines the activities we've agreed and when you need to complete them by. You can also find this letter on MyMSD. If you have any issues completing the activities, please contact as soon as possible me during the week.</p>

<b>Assessing if responsibilities have been met</b>	
<b>Key topic to cover</b>	<b>Example conversation starters</b>
<b>Assess if responsibilities have been met</b>	<p>We need to check whether you've completed your activities and have met your responsibilities.</p> <p>How did you go with your activities this week?</p> <p><b>If it appears client has not completed activities:</b></p> <p>What else has been going on for you this week?</p> <p>What happened that meant you couldn't complete your activities?</p> <p>Good and sufficient reason may include:</p>

	<ul style="list-style-type: none"> <li>○ experiencing or escaping a violent or family violence situation, or</li> <li>○ having to comply with court-imposed conditions, or</li> <li>○ had to meet study requirements, or</li> <li>○ had to attend a job interview or job training or could not get time off work, or</li> <li>○ temporarily being medically unfit, or</li> <li>○ experiencing a death or serious illness in their family, or</li> <li>○ experiencing severe symptoms or episodes from a medical condition, mental disorder, mental health condition, or disability, or</li> <li>○ was unable to realistically transport themselves on the day, due to unforeseen circumstances, or</li> <li>○ had childcare arrangements that fell through on the day of an activity, due to unforeseen circumstances, or</li> <li>○ was dependent on the provision of assistance by MSD or other agencies to complete the activity (such as the administration of Housing Support Products to access private accommodation), and that assistance was not supplied, or</li> <li>○ had an unexpected event occur on that day of an activity, such as providing care for a sick relative, or</li> <li>○ the applicant completed another activity (not set by MSD) during the relevant period that MSD is satisfied achieves a similar or same outcome (in terms of meeting the particular responsibility) as the agreed activity that the applicant did not complete.</li> </ul> <p><b>If the client has completed one of their two agreed activities:</b> Have you made a good effort to meet your responsibilities in other ways? What else have you done to meet this responsibility since we last met.</p>
<b>Ask for evidence if required</b>	<p><b>If you're not satisfied that the client has good and sufficient reason:</b> Can you provide me with some evidence of this?</p>

Issuing a warning	
Key topic to cover	Example conversation starters
<b>Verbally issue warning</b>	<p><b>If you assess that the client has not met responsibilities without good and sufficient reason:</b> You have not shown you have met your responsibilities by [add date]. This means I must issue you a warning today. This warning will apply from the start of your next grant period.</p>
<b>Offer review of decision</b>	<p>If you disagree with this decision, you can formally review it [BAU ROD process].</p>
<b>Reinforce consequences (first warning)</b>	<p><b>If this is the client's first warning:</b> There are significant consequences if you continue to not meet your responsibilities. If you don't meet your responsibilities again, you'll get a second warning. We really want to avoid you being in this position, because if you don't meet your responsibilities a third time, you won't be able to get emergency housing grants for 13 weeks. Do you understand what that would mean for you and your whānau?</p>

	<p>As you've explained, the impact of losing access to emergency housing grants is significant. You can make sure this doesn't happen by completing your new activities by the time we meet again, [add date and time].</p> <p>Is there anything we can do to support you to complete your activities next time?</p>
<b>Reinforce consequences (second warning)</b>	<p><b>If this is the client's second warning:</b></p> <p>There are significant consequences if you continue to not meet your responsibilities.</p> <p>It is very important that you meet your responsibilities. Because you've failed to meet them twice, if you don't meet them again, you won't be able to get to emergency housing grants for 13 weeks. That means we won't be able to pay for you to stay in emergency housing.</p> <p>What would this mean for you (and your whānau)?</p> <p>As you've explained, the impact of losing access to emergency housing grants is significant. You can make sure this doesn't happen by completing your new activities by the time we meet again, [add date and time].</p> <p>Is there anything we can do to support you to complete your activities next time?</p>

## Issuing a non-entitlement period (NEP)

Key topic to cover	Example conversation starters
<b>Verbally issue NEP</b>	<p>You have not shown that you have met your responsibilities by the date we set last time we met [add date]. This is the third time this has happened, and you have already received two warnings.</p> <p>As we've discussed, there are significant consequences for this.</p> <p>Unfortunately, today I'm going to have to issue you a 13-week non entitlement period for emergency housing. This means you won't be able to get emergency housing grants for 13 weeks. You will also be taken off the emergency housing fast track for social housing (if applicable).</p> <p>Work and Income has paid for your accommodation until x date, then you will need to make your own arrangements.</p>
<b>Offer review of decision</b>	<p>If you disagree with this decision, you can formally review it [BAU ROD process].</p>
<b>Offer support</b>	<p>It is important to know that we can continue to support you in other ways. You are still eligible for your main benefit, and any other financial assistance you meet the criteria for.</p> <p>What are your plans now?</p> <p>Are there any supports we can put in place to smooth your transition into other arrangements? You're still eligible for all the other supports that anyone who isn't staying in emergency housing is.</p>

	<a href="#">Hardship assistance - HIYA homepage - MSD Confluence</a> <a href="#">Housing-related products - HIYA homepage - MSD Confluence (ssi.govt.nz)</a>
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## Declining an EH grant during NEP

Key topic to cover	Example conversation starters
<b>Check client record</b>	<p><i>I can see on your record that you are in a 13-week non-entitlement period for emergency housing. This means that you can't get emergency housing grants for 13 weeks.</i></p> <p><i>You have x weeks left of this non-entitlement period.</i></p>
<b>Communicate the decline</b>	<p><i>Would you like us to assess whether you meet the threshold for an emergency housing grant while you're in your non-entitlement period? It is a very high threshold, and it may be unlikely that you will be eligible.</i></p> <p><i>[complete assessment]</i></p> <p><i>As we've discussed, there is a very high threshold for being eligible for an emergency housing grant while you're in your non-entitlement period.</i></p> <p><i>From our discussions today, you do not meet that threshold.</i></p> <p><i>Unfortunately, this means that we can't grant you emergency housing today. If you would like to review this decision formally, we can start that process for you.</i></p> <p><i>It is important to know that we can continue to support you in other ways.</i></p> <p><i>What are your plans now? Are there any supports we can put in place to smooth your transition into other arrangements?</i></p>
<b>Offer support</b>	<p><i>I know this decision can be upsetting. It is important to know that we can continue to support you in other ways. You are still eligible for your main benefit, and any other financial assistance you meet the criteria for.</i></p> <p><i>What are your plans now?</i></p> <p><i>Are there any supports we can put in place to smooth your transition into other arrangements? You're still eligible for all the other supports that anyone who isn't staying in emergency housing is.</i></p> <p><a href="#">Hardship assistance - HIYA homepage - MSD Confluence</a></p> <p><a href="#">Housing-related products - HIYA homepage - MSD Confluence (ssi.govt.nz)</a></p>

## Talking to clients calling during NEP for an EH grant

Key topic to cover	Example conversation starters
<b>Check client record</b>	<p>[See EH event case dashboard]</p> <p><i>I can see on your record that you are in a 13-week non-entitlement period for emergency housing, meaning that you can't access emergency housing grants for 13 weeks.</i></p> <p><i>You have x weeks left of this non-entitlement period.</i></p>
<b>Offer review of decision</b>	<p><i>This decision has already been made by the case manager. Would you like to review this decision? [BAU ROD process]</i></p>
<b>Book appointment for assessment</b>	<p><i>A case manager can assess if you are eligible for an emergency housing grant during this period. The threshold for eligibility is very high and needs to be done face to face.</i></p> <p><i>I can book you an appointment with a case manager to discuss this further. Would you like me to do that? [Check for next available appointment].</i></p>
<b>Offer support</b>	<p><i>It is important to know that we can continue to support you in other ways. You are still eligible for your main benefit, and any other financial assistance you meet the criteria for. [BAU refer to HIYA Housing related products, Hardship assistance]</i></p> <p><u><a href="#">Hardship assistance - HIYA homepage - MSD Confluence</a></u></p> <ul style="list-style-type: none"> <li>- Food</li> <li>- Travel for stranded clients</li> </ul> <p><u><a href="#">Housing-related products - HIYA homepage - MSD Confluence (ssi.govt.nz)</a></u></p> <ul style="list-style-type: none"> <li>- HSP Moving Costs Grant</li> <li>- HSP Bond Grant</li> <li>- HSP Rent in Advance Grant</li> <li>- HSP Rent Arrears Grant</li> <li>- HSP (non RTA) Accommodation Moving Costs Grant</li> <li>- HSP (non RTA) Accommodation Security Cover Grant</li> <li>- HSP (non RTA) Accommodation Costs in Advance Grant</li> <li>- HSP (non RTA) Accommodation Costs Arrears Grant</li> </ul>

IN-CONFIDENCE



MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANĀTŪ WHAKAHIAITO ORA

# Emergency Housing Fast-track

New priority category on the Social Housing register for families in Emergency Housing with dependent children

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Go Live: 30/04/2024

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# What will you find in here?

**What's changing and why?**

**Who is eligible for the fast-track?**

**What does this mean for our staff?**

**Let's take a look at the key processes:**

- How do staff identify who is eligible?
- SAS Viya weekly eligibility/ineligibility report
- Adding and removing the EH Fast-track
- CMS demo video
- Determine if exceptional circumstances apply
- Examples of exceptional circumstances
- Disputes Process



# What's changing and why?

## What

The **Emergency Housing Fast-track** (EH FT) is a new priority category on the Social Housing register for families with dependent children in emergency housing for 12 weeks or more. The EH FT will be in place **from 30 April 2024**.

## Why

The EH FT aims to stabilise the housing situation of families in emergency housing and reduce their risk of poor long-term outcomes. This is part of the Government's commitment to end the large-scale use of motels as emergency housing.



# Who is eligible for the fast-track?

To qualify for the EH fast-track, the client must meet **all** the following qualifications (see 'Households in Emergency Housing' in MAP for more information):

Qualify for social housing **and**

Qualify for and be staying in emergency housing **and**

Have stayed in emergency housing for 12 continuous weeks or more **and**

Have at least one dependent child in their (or their partner's) care **and**

Have the dependent child or children included in their social housing application.

## **12+ continuous weeks in EH:**

The client can leave EH for breaks of up to 28 days without it affecting their 12-week count. There is no limit to the number of breaks a client can take from EH as long as each break is for 28 days or less.

## **Breaks longer than 28 days:**

MSD may still find the client qualifies for the EH fast-track when they have left EH for more than 28 days, and the reason for leaving was due to exceptional circumstances.

## **The dependent child/children do not have to be staying in EH with the client.**

*For example, Todd and his partner have been staying in EH for 12+ weeks. The couple have 2 dependent children who are staying elsewhere with family members while their parents are in EH. The couple's dependent children are included in their SH application. In this example, Todd and his partner qualify for the EH FT, even though their dependent children do not stay with them in EH.*

**Note:** Clients on the two existing fast-tracks (Rheumatic Fever FT/Oranga Tamariki FT) will be prioritised on the register, over clients who only have the new EH FT.

# What does this mean for our staff?

## **Case Managers will:**

- Check CMS to ensure key information provided in the eligibility/ineligibility report is correct
- Assess whether the client is eligible or no longer eligible for the EH fast-track
- Add or remove the EH-fast-track on clients CMS records
- Assess where appropriate if exceptional circumstances apply where the client has been away from EH for more than 28 days

## **The Remote Services Unit will:**

- Manage clients assigned under their case-load to assess whether they are eligible or no longer eligible for the EH fast-track
- Add or remove the EH-fast-track for the clients assigned to their case-load
- Assess where appropriate if exceptional circumstances apply where the client has been away from EH for more than 28 days



# Let's take a look at the key processes

## Emergency Housing Fast-track

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# How do staff identify who is eligible?

The 'EH fast-track Eligibility/Ineligibility Report' will help staff identify which clients are eligible so they can add the fast-track and which clients currently have the fast-track but are no longer eligible, so they can remove it. Staff can access the report on SAS VIYA.

## 1. Filter the report

Click into the 'Client Details' tab and enter the below details:

### Case Managers

Enter Case Owner:  
Enter your name here

### The Remote Services Unit

Enter Service Centre: Enter  
National Office

### All Staff

With SH Application Yes/No:  
Select Yes

### All Staff

Eligibility Status: Select either  
**Eligible OR Ineligible**

## 2. Eligibility Status: 'Eligible'

### Use CMS to conduct an Eligibility Check

See 'Households in Emergency Housing' in MAP

- Does the client's SH application **include** at least one dependent child?
- Does the client meet the EH fast-track criteria?
  - **YES** – refer to 'Adding EH fast-track process'
  - **NO** – add 'Comments CEN' (Fast-track EH 12+ weeks) to confirm actions taken. CEN Template and the full step-by-step process can be found [here](#).

## 2. Eligibility Status: 'Ineligible'

### Use CMS to conduct an Ineligibility Check

See 'Emergency housing fast-track no longer applies' in MAP

Is there a structured CEN '**AC – Client may no longer be eligible/want FT**' detailing the reason why the client is no longer eligible?

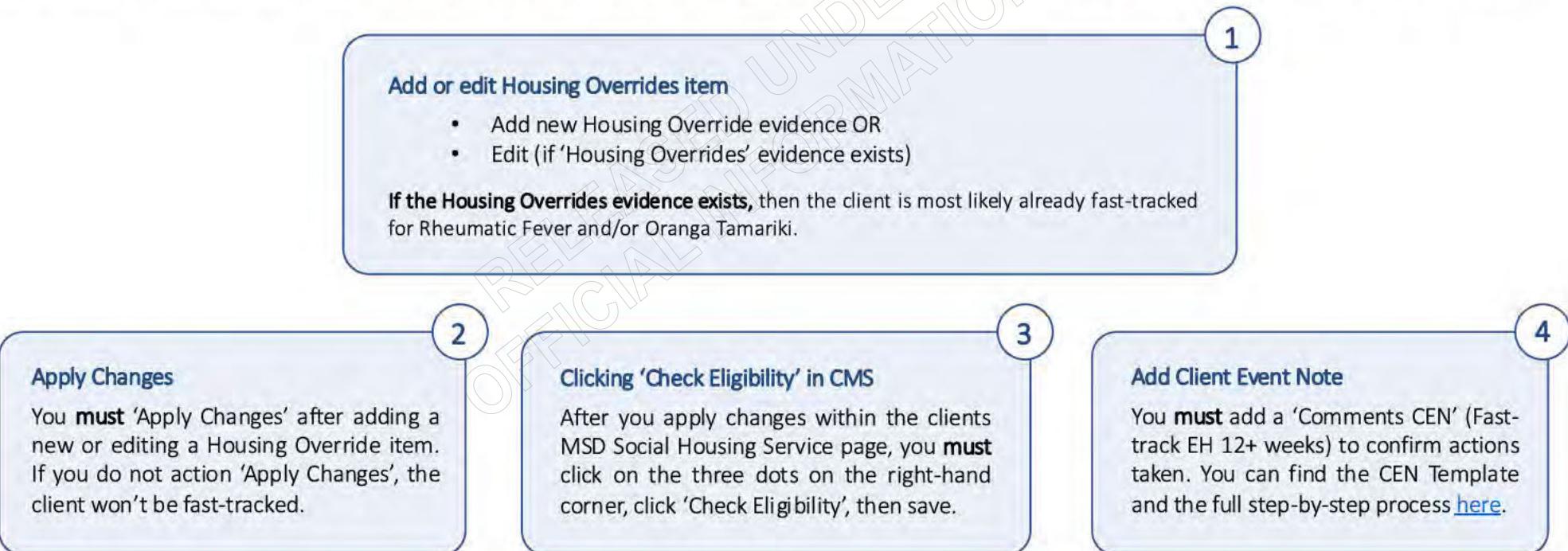
- **YES** - refer to 'Remove EH fast-track process'
- **NO** - determine the reason why the client is no longer eligible for the FT. Add the structured CEN '**CIC – Client may no longer be eligible/want FT**' and select the reason from the drop-down list. Examples of the reasons available in the drop-down list and the full step-by-step process can be found [here](#).

# Adding the EH Fast-track

Staff can add or remove the EH Fast-track from the Housing Overrides screen in CMS: CMS homepage > Products and Services > Services > 'MSD Social Housing Service' > Evidence tab > 'Housing Overrides'.

## Adding the EH Fast-track

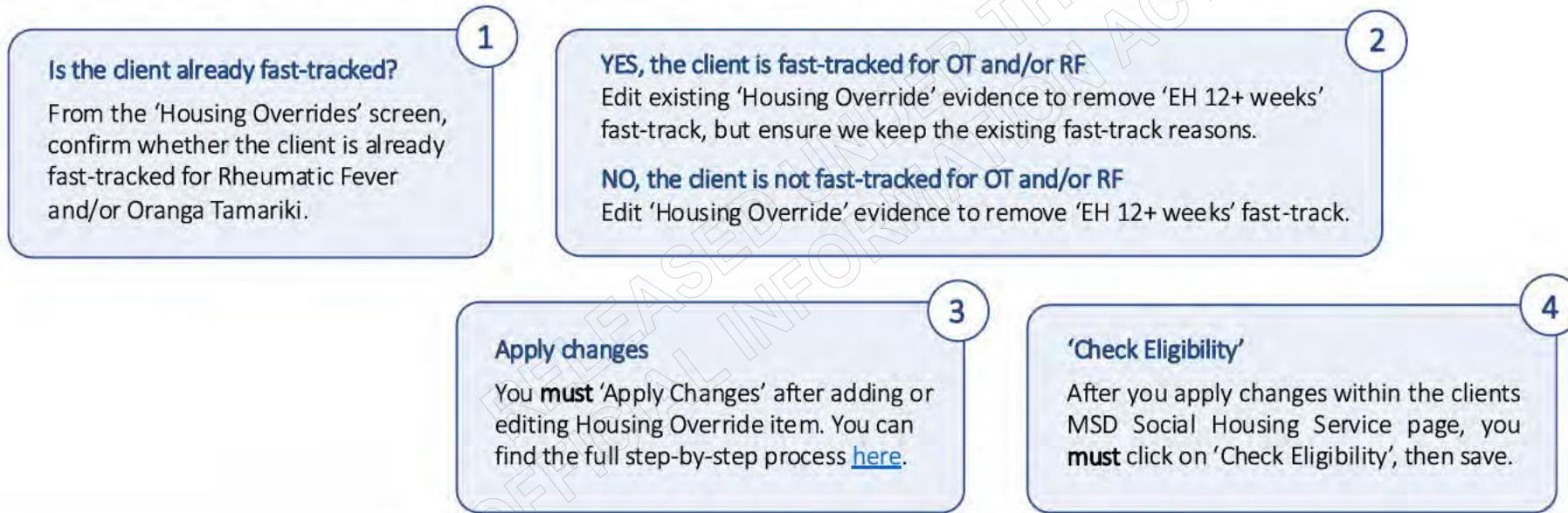
If the client **qualifies** for the fast-track, staff will add the **Fast-track EH 12+ weeks** by either adding a new Housing Overrides item or editing an existing one.



# Removing the EH Fast-track

## Removing the EH Fast-track

If the client **does not qualify** for the EH fast-track, staff will remove the EH fast-track by editing the 'Housing Override' evidence.



On the next slide, we have a CMS demo video where Swapnil Gandhi will demonstrate the following:

1. Adding or updating the EH fast-track information
2. Removing the EH fast-track information

Microsoft Teams

# EH Fast Track Demo

2024-04-16 23:32 UTC

Recorded by

Swapnil Gandhi

Organized by

Swapnil Gandhi

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# Determine if exceptional circumstances apply

If a client leaves EH for **more than 28 days**, they will appear on the Ineligibility report and their EH fast track needs to be **removed**.

If the client returns to EH after this time, MSD has discretion to re-add their EH fast track, but **only** if the reason for them leaving EH for more than 28 days was due to **exceptional circumstances**. See 'Client leaves emergency housing for more than 28 days due to exceptional circumstances' in MAP for more information.

**Note:** We only assess exceptional circumstances on the client's **return** to EH. In all cases, the client still needs to have stayed in EH for at least 12 weeks within the 52-week period before the date we assess them for EH fast track.

Assess the clients break from EH to determine if exceptional circumstances apply

**If exceptional circumstances do not apply:**

Add 'Comments CEN' (Fast-track EH 12+ weeks) to detail your reason(s) as to why the client does not meet exceptional circumstances. CEN Template can be found [here](#), under step 6.

**If exceptional circumstances apply:**

Refer to the 'Adding EH fast-track process'.

# Examples of exceptional circumstances

## Potential examples of exceptional circumstances for breaks from EH of 29+ days:

Client admitted to hospital or a medical care facility.

Client unable to stay at their current emergency housing due to lack of vacancies (for example, hotel was fully booked during Christmas period).

Client had safety and welfare concerns that meant they could not remain in EH, for example due to family violence.

## Example of assessing the client's break from EH:

Client returns to EH after break of 29+ days, exceptional circumstances, and meets the 12 weeks in EH criteria

Client has been in EH for **23 weeks**, but had to leave due to family violence.

Client stays in Women's Refuge for 16 weeks (112 days).

Client returns to EH and has been there for **1 week** at Fast-track assessment date.

*Note: from day 29 of this break the client will appear in the Ineligibility report.*

In this example, **the client qualifies for the EH fast-track** because their break from EH of 29+ days was due to exceptional circumstances, and they meet the 12 weeks in EH eligibility criteria (23 weeks + 1 week = 24 weeks total stay in EH).

# Disputes Process

When a client disagrees with a decision regarding fast-track there is no right of review to a Benefits Review Committee or the Social Security Appeal Authority. However, when a client tells us they do not agree with a fast-track decision, we should reconsider this decision. The case manager should re-assess the reasons as to why the EH fast-track was added or removed.

**The case manager should check whether MSD made an informed decision, by considering the following:**

- reasons for the original fast-track decision
- relevant policy and fast-track criteria
- the information provided at the time
- any new information on hand **and**
- the reason the client disagrees with the decision



In the first instance, the case manager can talk to either their Capability Developer or their manager if they need further assistance to make their decision.

# Disputes Process

## Client meets FT eligibility criteria

If you have determined the client meets the eligibility criteria, the client's fast-track should be added or re-added back on. Follow the process on 'Adding EH fast-track tag'. However, you must add the structured client event note **'New CIC-Client may be "re-eligible" for FT'** instead of the plain CEN note. You can find the CEN Template and the full step-by-step process [here](#).

## Client does not meet FT eligibility criteria

If the client still does not agree with the fast-track decision following it being reconsidered, there are no rights to appeal the decision.





# Emergency Housing Learning Resources

For families in Emergency Housing with dependent children

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Go Live: 08/04/2024

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# What will you find in here?



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- What's changing?
- The why and the bigger picture
- Key messages
- What resources are available?
- Grant an EH SNG for less than 7 nights
- The new structured client event notes

# What's changing?

From 8 April, we're introducing enhancements to Emergency Housing Special Need Grant (EH SNG) resources available to support your conversations and decision making.

## This will give staff

- Direction on making informed EH SNG decisions using the Resolution Framework.
- More understanding on when you can grant an EH SNG for less than 7 nights.
- Updated resources on EH end-to-end process including using the mandatory Client Event Notes (CEN).

## What does this mean for staff?

We all play an important role in supporting people with their independence and this includes correctly assessing the best way to support those requesting Emergency Housing.

We need staff to use the structured CENs when screening and assessing if a client qualifies for emergency housing.

**Detailed, accurate notes are important** – they help the next person understand the full situation and how we can best help the client.

Having in-depth conversations and linking people to all the support they're eligible for can help them to stay where they are (if appropriate), or to move into short-term or long-term housing.

Staff will look at whether we can support people to stay where they are (if appropriate), using Housing Support Products (HSPs), Accommodation Supplement or other payments. If the client can't stay where they are, we'll look at other housing options first.

# The why and the bigger picture

Watch the below video to hear from our Group General Manager Housing, Karen Hocking



# Key messages

- From 25 March, we resumed Tenancy Reviews to help ensure social housing is available for those who need it most and that their property meets their needs.
- From 8 April, we're launching improvements to our EH SNG resources for all frontline staff to help with EH SNG conversations and decisions.
- This builds on the changes we made last year, including:
  - a guide for people staying in emergency housing with key information about their rights and responsibilities
  - supplier standards for emergency housing suppliers
  - improved operational guidance for our frontline kaimahi.
- We must consider other suitable accommodation options first – emergency housing is always a last resort.
- We're here to help people. We'll make sure they get all the support they're eligible for.



This is all part of our wider work to support people's independence and improve the housing situation in New Zealand.

# What resources are available?

## Emergency Housing Resolution Framework Guide

This guide is intended to support staff with making the right decisions at the time of an EH SNG application (both initial and subsequent):

- When you can grant an EH SNG for less than 7 nights
- Making an EH SNG recoverable
- When to escalate decisions

This guide covers actions staff can take when a client has contributed to their immediate emergency housing need, not followed the rules of stay, or shown anti-social behaviour while in emergency housing.

You can find the Emergency Housing Resolution Framework in Doogle.

## Supporting Doogle, HIYA and MAP pages

- [Emergency Housing Guidelines - Doogle](#)
  - [Establishing an immediate emergency housing need](#)
  - [Exploring Alternative Housing options](#)
  - [Emergency Housing – Considering to pay an EH SNG](#)
  - [Processing an EH SNG](#)
- [Emergency Housing Special Needs Grant \(EH SNG\) process - Doogle](#) (refer to the Related links: End to end process flow, for more detailed steps)
- [Emergency Housing CSR Process – HIYA](#)
- [Immediate emergency housing need - Map](#)
- [Access to other adequate accommodation - Map](#)
- [Qualifications for emergency housing - Map](#)

# Grant an EH SNG for less than 7 nights

We have the option to grant an EH SNG for less than 7 nights (if appropriate). It could be the client's initial EH SNG or a subsequent grant.  
We've always been able to do this!

## Contact Centre

Client makes contact on Monday out of business hours. Contact Centre in discussion with the appropriate Manager Regional Housing determines that the client can have an appointment with a Case Manager the next business day (Tuesday). In this example the CSR could grant an Emergency Housing SNG for less than 7 nights as the Case Manager is available to meet the client in less than 7 nights time.

## Case Manager

Client presents with an Emergency Housing request late in the business day. Due to the time the client has presented and their situation the Case Manager is unable to determine the ongoing Emergency Housing need. The Case Manager could grant an Emergency Housing SNG for less than 7 days to allow a follow up face to face appointment the next business day.

## Case Manager

Client has an immediate emergency housing need and the Case Manager confirms that the client can enter Transitional Housing in 3 days' time. The Case Manager could grant an Emergency Housing SNG for 3 nights.



### For every client situation, keep in mind the following...

You need to be satisfied  
that the client has an  
Emergency Housing need

- Understand why the client left their previous accommodation
- Can the client and their children stay with family or friends?
- Can MSD provide financial assistance or support to help the client?

# First structured client event note



## Screening Pre-Emergency Housing CEN

For Contact Centre and Front of House staff

The 'Initial Contact' note you would normally add is now called 'Screening Pre-Emergency Housing' and new questions have been added.

This CEN must be completed **every time** you are have screening for Emergency Housing.

If you have determined the client has an immediate need but their housing situation does not need to be sorted today:

You must create a Housing Client event note - **Housing > Emergency Housing > Screening Pre-Emergency Housing** (if one doesn't already exist) and provide the required information.

**New Screening Pre-Emergency Housing**

\* required field

Received Date *	28/03/2024
Participant	<input type="text"/>
Participant *	<input type="text"/>
Short Description	<input type="text"/>
Short Description *	<input type="text"/>

The next slide gives you a closer look at the contents for this CEN...

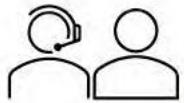
## Contents

Client ID *	<input type="text"/>
Where is the client currently living? *	<input type="text"/>
What is the main reason for the client's emergency housing need? *	<input type="text"/>
When does the client have to leave their current accommodation? *	<input type="text"/> <input type="button" value="Calendar"/>
Have you checked other financial assistance that would prevent the need for EH? *	<input type="text"/> No
If yes, what financial assistance was discussed?	
N/A	<input type="checkbox"/>
Housing Support Products	<input type="checkbox"/>
Special Needs Grant	<input type="checkbox"/>

*Contents continued...*

Accommodation Supplement	<input type="checkbox"/>
Temporary Additional Support	<input type="checkbox"/>
Advance Payment of Benefit	<input type="checkbox"/>
Recoverable Assistance Payments	<input type="checkbox"/>
Provide further context (e.g. Did you grant any assistance?)	<input type="text"/>
What other housing options has the client considered? *	<input type="text"/>
Who would need to be housed? (adults/children/pets) *	<input type="text"/>
Are there any safety concerns for the client or any members of the household?	<input type="text"/> No
If yes, what are those safety concerns?	<input type="text"/>
Is the person with the emergency housing need a young person leaving Oranga Tamariki care? *	<input type="text"/> No

# Second structured client event note



## SNG Emergency Housing Required CEN

For Contact Centre staff and Case Managers

We have replaced the EHC Template with the SNG Emergency Housing Required CEN.

So, you are now able to copy and paste this structured CEN into your CMS EH SNG Hardship Application.

This structured CEN must be completed **every time** you complete a EH SNG application.

It is important to record the right information to support your recommendation to grant or decline the EH SNG application.

This also helps us understand the change in their circumstances and how we can meet their needs.

You must create a Housing CEN - **Housing > Emergency Housing > SNG Emergency Housing Required** and provide the required information.

New SNG emergency housing required

Received Date \* 28/03/2024

Participant

Participant \*

Short Description

Short Description \*

\* required field

The next slide gives you a closer look at the contents for this CEN...

## Contents

Client ID *	<input type="text"/>
Was the EH Resolution Framework used? *	<input type="text" value="No"/>
Outcome of client's follow up actions from the previous grant	<input type="text"/>
What is the main reason for the client's emergency housing need? *	<input type="text"/>
Has the client taken reasonable effort to find alternative accommodation? *	<input type="text" value="No"/>
Which reasonable steps has the client taken? *	<input type="text"/>
Has the client exhausted all other housing options? *	<input type="text" value="No"/>
Has the client contributed to their own emergency housing need? *	<input type="text" value="No"/>
If yes, then add comment	<input type="text"/>
Outcome of SNG application *	<input type="text"/>
Reason for the SNG decision	<input type="text"/>
Has the Special Needs Grant been made recoverable? *	<input type="text" value="No"/>
Is a security deposit required? *	<input type="text" value="No"/>

Contents continued...

What is the total amount of the Emergency Housing grant being paid? (\$)*	<input type="text" value="0.00"/>
Name of provider (if applicable)	<input type="text"/>
Check in date *	<input type="text"/>
Check out date (Check out date should not fall on the weekend or a public holiday) *	<input type="text"/>
Who would need to be housed? (adults/children/pets) *	<input type="text"/>
Is this a less than 7 nights grant? *	<input type="text" value="No"/>
Why was this a less than 7 nights grant (if applicable)?	<input type="text"/>
Has the client had a public housing assessment? (If no, then book an assessment) *	<input type="text" value="No"/>
What support services have we recommended to the client to address the challenges they are facing?	<input type="text"/>
Are there any safety concerns for the client or any members of the household? *	<input type="text" value="No"/>
If yes, what are those safety concerns?	<input type="text"/>
Follow up actions to be taken by the client *	<input type="text"/>
Client (and partner, if applicable) have had obligations explained to them, and understands/agrees? *	<input type="text" value="No"/>

# Initial Steps to End the Large Scale Use of Emergency Housing

## What is changing:

After introducing a priority category (Emergency Housing fast track) to the social housing register in April, we are making further enhancements to our practices and processes to contribute towards ending large-scale use of emergency housing.

From 26 August 2024, we are strengthening the verification process and tightening the eligibility criteria into emergency housing (EH) under the new Emergency Housing Grants (EHG) Programme, with a focus on three main areas:

- Reducing demand and preventing the need for EH
- Ensuring people are well supported in EH and appropriate options are available.
- Supporting pathways out of EH and into viable alternatives, such as private rentals or social housing.

Here's a run down on what has changed and what remains the same: [Emergency Housing Grants: What Has Changed and What Hasn't!](#)

## Changes include:

### 1- A rules-based approach for EH, which involves:

- A- Responsibilities a client must agree to meet to be eligible for an EHG
- B- Activities the client will need to agree to carry out in relation to the responsibilities
- C- Consequences for clients who do not meet the responsibilities and activities without a valid reason, including:
  - Two warnings in writing,
  - A 13-week non-entitlement period for EH.

2- Information requirements – we can require EHG applicants to provide information or evidence of their immediate housing need to support our decision making. If a client refuses to provide evidence and we can't determine EH need, we can decline the EH grant. We can also require a client to provide information when we are assessing whether they have met their responsibilities and done their activities, to decide whether they have a good and sufficient reason for not meeting and for assessing an EHG during a Non Entitlement Period (limited circumstances assessment).

### 3- A new welfare programme for EH – the Emergency Housing Grants Programme.

#### Why is it changing:

These changes aim at helping ensure that families with children are housed sooner in sustainable housing and kept away from Emergency Housing, and that improvements [are made](#) to the emergency housing system. Delivering this mahi will return emergency housing to its original intent – as a last resort used for short periods

Too many families and children are in emergency housing and they're there for long periods of time, which puts a huge **long-term social and financial cost on people (and especially children)** from living in emergency housing for long periods. Moving people into secure sustainable housing improves outcomes for health, education, employment and the wider community.

These changes fall in line with the government target of reducing the number of households in emergency housing by 75 percent by 2030, and is a joint responsibility for MSD shared with the Ministry of Housing & Urban Development aimed at ending the large-scale, long-term use of EH.

#### Training for EH Grants:

The team has developed an E-Learning module for EH Grants which gives you an overview of Emergency Housing and provides all the details of what's changing. You can access this course on this link: [E-Learning Module - Changes to Emergency Housing Grants](#)

In addition to the E-Learning module there will be regular drop in sessions for our Capability Developers/TMC's and Managers to support them on any questions they receive from our kaimahi. So if you are on the frontline and work in the EH space and have any questions or anything you need to clarify, please reach out to your CD at first instant.

**Further Resources:** For all details on how the processes for the new EH Grants work, including the guidance material please refer to below links:

- **Dongle:** [Emergency Housing Guidelines](#)
- **HIYA:** [Emergency Housing screening \(HIYA processing\) from 26 August 2024](#)
- **MAP:** [What's new - Map \(ssi.govt.nz\)](#)
- **Transitional Arrangements**
- How to assign appropriate activities for a responsibility – [Responsibilities and Activities Table](#)

- Reasons a client can be declined an EH Grant – [Decline Reasons](#)
- [Supporting evidence guidance](#)
- [Staff Guidance for EH Conversations](#)
- [Changes to Security Deposits](#)
- [FAQ's: Frequently Asked Questions - Changes to Emergency Housing Grants](#)
- [Other Questions and Issues Being Addressed](#)

#### Go-live Dates:

- **Launch of New Emergency Housing Grants (EHG) - Welfare Programme:** 26 August 2024
- **Improvements to EHG - System Enablers:** 21 October 2024
- **Further Improvements to EHG - Pre-populating letters:** 6 November 2024
- **Emergency Housing Gateway: Additional Improvements to CMS:** 27 January 2025

 Have you got any feedback for this mahi? We would love to hear your thoughts, please write to us at  
 [SD\\_change\\_implementation@msd.govt.nz](mailto:SD_change_implementation@msd.govt.nz)

Go back to [What we are working on](#) 

# Frequently Asked Questions - Changes to Emergency Housing Grants

*These are a selection of questions we've received from staff as people have been going through the training. This list will be updated with new questions and answers as we go.*

## **1- What does it mean by 'client contributed to their immediate emergency housing need'?**

A client is considered to have contributed to their immediate EH need if:

- Their situation is a result of their own actions (or actions of people they are responsible for) **AND**
- They were reasonably able to predict and prevent the situation

This is current practice.

## **2- If someone has a sanction on their main benefit, are they eligible for an emergency housing grant?**

A client does not qualify for an Emergency Housing Grant if their main benefit is suspended or reduced under a sanction for failing to meet their benefit obligations.

The client will need to get their full benefit rate reinstated before the client can qualify for an EH Grant.

## **3- Does the Corrections process for emergency housing clients remain the same?**

Yes, the process for Ara Poutama/Corrections remains the same.

**4- Does the family violence process for emergency housing clients remain the same?**

Yes, the process for family violence remains the same.

**5- Do all grants have to be 7 nights now?**

The initial emergency housing grant for all clients after the 26 August can only be paid for up to 7 nights.

Grants of up to 21 nights can be approved for subsequent emergency housing grants, when the client meets the criteria and where appropriate.

If there is low availability in the region, an emergency housing grant can be approved for up to 14 nights from their first night in EH. However, there are no regions identified as having low availability at the present time.

**6- If a 21-day emergency housing grant is made, does the client still need to be seen weekly to ensure they are meeting their agreed activities and responsibilities or is that left for the 3 weeks?**

No. Their activities are set based on their grant period so will only need to be assessed when they have their next appointment to apply for a further emergency housing grant. This will be near the end of the 21 days if it's a 21-day grant. The activities set should be reasonable to complete within the grant period, so if it's a 21-day grant, the activities could be more substantial than those set for a shorter grant.

## **7- Do clients receive a letter when they have a warning?**

Yes, clients will receive a letter when they are issued a warning. The letter will include the activities they did not complete which led to them not meeting their responsibilities, and it will also include their agreed activities for their next emergency housing grant.

## **8- Where are the letters sent?**

They will be issued in person and be accessible on MyMSD. Not all emergency housing clients will have a postal address they can use given their situation, so clients need to be given their letters at the appointment.

## **9- What are the limited circumstances?**

The assessment for 'limited circumstances' involves three-steps, where you must determine whether the client or their dependent child(ren):

1. is facing an unforeseen crisis situation that is beyond their control, and
2. is at risk of current or near-term harm, and
3. has two or more risk factors.

## **10- Are all emergency housing conversations moving from SD case to the new emergency housing event case? Only add notes for new/subsequent grants after 26/8/24 here?**

We will still use the CEN and input into the emergency housing hardship application comments. Both will be accessible via the EH Event case.

We can also use the Emergency Housing Summary that will automatically generate within the hardship area after processing an EH grant, however this will only be visible when you view it within the EH event case. You would copy and paste this summary within the hardship application comments and the new EHG CEN.

Responsibilities and activities are set in the EH Event case and all other notes/referrals etc can be accessed here too.

Letters are produced via manual letters.

#### **11- Do we give people a warning when they aren't complying with the supplier's terms of stay?**

The warnings only apply to the 3 responsibilities:

1. Make a good effort to find other housing by doing things like looking for rentals, getting help to pay for private accommodation, or staying with whānau or friends.
2. Engage with support services like a housing broker or navigator, these will be either services we refer the client to, or services they're already working with.
3. Pay the emergency housing contribution on time.

If the client is breaking their supplier's rules of stay, this may result in a decline rather than a warning.

No labels

# Fact Sheet | Emergency Housing Grant

26 August 2024

## Background

From 26 August 2024, we are introducing a more rules-based approach for Emergency Housing (EH) to make things clearer for everyone. This includes tightening the eligibility criteria, reducing discretion and strengthening the verification process.

We are doing this by creating a new Emergency Housing Grants (EH Grants) Programme, with a focus on three main areas:

- Reducing demand and preventing the need for EH
- Ensuring people are well supported in EH and appropriate options are available.
- Supporting pathways out of EH and into viable alternatives, such as private rentals or social housing.

Responsibilities are also being introduced. Clients must meet these from their 8<sup>th</sup> night in in EH to qualify for further EH Grants. The purpose of these responsibilities is to help clients prepare for and to find suitable longer-term housing, instead of being in EH which is not suitable long-term.

## A New Welfare Programme for Emergency Housing

We decided to take EH out of the Special Needs Grants Programme to make things clearer for staff when granting EH Grants. We wanted a more rules-based approach that was clear for staff and clients. As part of the new welfare programme, MSD can now require clients to provide supporting evidence (if needed) to help our decision making. The eligibility criteria for emergency housing has also been updated to include things such as the responsibilities framework.

Another change under the new welfare programme is that recoverable grants are being removed, as they increase the applicant's debt, which does not support them to access suitable and sustainable accommodation.

The welfare check is also being removed to lower the amount of staff discretion involved in approving or declining EH Grants. This approach will also be easier for staff and clients to understand.

Our key target is to reduce the number of households in emergency housing by 75% (to less than 800) by 2030.



# Key Changes

## Information Requirements

We can require clients to provide information or supporting evidence of their immediate emergency housing need to support our decision making. If a client refuses to provide evidence and we can't determine EH need, we can decline the EH grant. We can also require a client to provide information when we are assessing whether they have met their responsibilities, to verify whether they have a good and sufficient reason for not meeting them. We can also request supporting evidence for assessing an EH Grant during a non-entitlement period (limited circumstances assessment). Clients will not be declined if they cannot provide evidence on the day, as long as they agree to provide it.

## Responsibilities

We are introducing a responsibilities framework where clients in EH for more than 7 nights must meet responsibilities to remain eligible for emergency housing.

These responsibilities are:

1. Make a good effort to find other housing by doing things like looking for rentals, getting help to pay for private accommodation, or staying with whānau or friends.
2. Engage with support services like a housing broker or navigator, these will be either services we refer the client to, or services they're already working with.
3. Pay the emergency housing contribution on time.

Responsibilities are met through agreed activities

## Activities

To help clients meet their responsibilities, case managers will work with clients to set reasonable activities for each grant period.

These activities will be agreed to by the client and should be specific to them (and their whānau) and be reasonable to complete within the time period. It is important the client understands what is expected of them.

At each grant, clients will receive a letter with the activities that they have agreed to with their case manager.

Responsibilities are designed to help clients prepare for and to find suitable longer-term housing



# Key Changes

## Warnings & Non-entitlement Period for EH

If a client doesn't meet their responsibilities without a good and sufficient reason for the:

- first time, they will receive a warning.
- second time, they will receive a 2<sup>nd</sup> warning
- third time, they will be declined their next EH Grant and enter a 13-week non-entitlement period for EH. Staff will still work with these clients to provide other forms of assistance and ensure they are receiving their full and correct entitlement.

Warning and Non-entitlement period only apply for when a client fails to meet the responsibilities. Failure to meet the eligibility criteria results in an instant decline.

## Resources

You can find the learning resources for these changes here:

- High level changes to the EH grant process [EH Training Module 1](#)
- Detailed information on changes to the EH grant process [EH Training Module 2](#)
- How to assign appropriate activities for a responsibility – [Responsibilities and Activities Table](#)
- Reasons a client can be declined an EH Grant – [Decline Reasons](#)
- [Supporting evidence guidance](#)
- [Staff Guidance for EH Conversations](#)
- The change hub [Initial Steps to End the Large Scale Use of Emergency Housing - Change Hub - MSD Confluence \(ssi.govt.nz\)](#)
- [Transitional Arrangements for EH SNG to EH Grant](#)
- [Assessing limited circumstances](#)
- [Email template to Regional Director for Limited Circumstances](#)

## Limited Circumstances

There are Limited Circumstances in which a client who is on a 13-week non-entitlement period for EH can still receive an EH Grant.

To receive an EH Grant during a non-entitlement period the client, or their dependent children (if any) must meet the EH qualifications and all three of the following criteria for limited circumstances:

- be experiencing an unforeseen crisis situation that is beyond the client's control, and
- be at risk of harm or likely to be at risk of harm within the next 7 days (current or near-term harm), and
- have 2 or more risk factors.

# Emergency Housing Grant Scenarios

EMERGENCY HOUSING GRANTS – FROM 26 AUGUST 2024

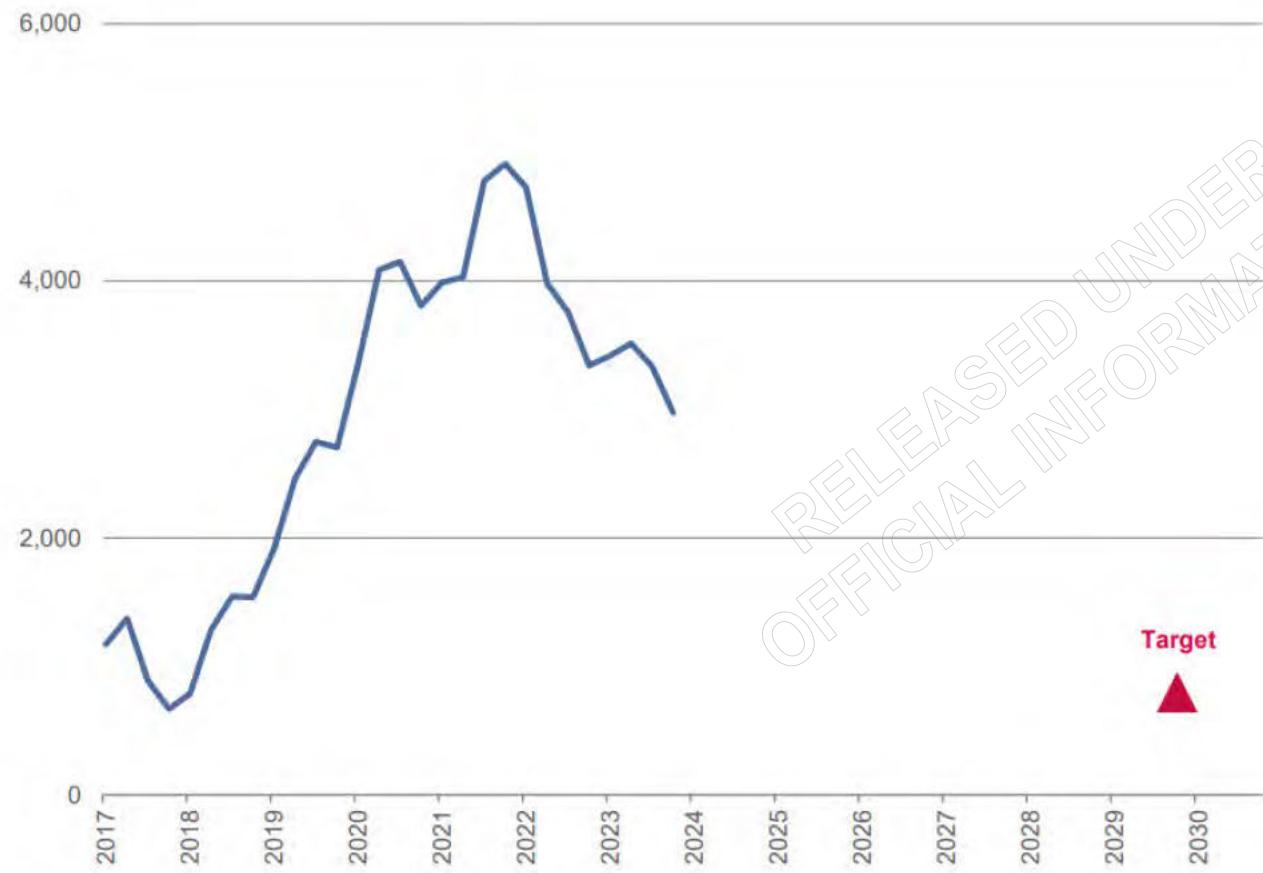
# Background

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EMERGENCY HOUSING GRANTS – FROM 26 AUGUST 2024

## Seventy five per cent fewer households in emergency housing.

Households in emergency housing at the end of each month



## Government Target

REDUCING THE NUMBER OF HOUSEHOLDS IN EMERGENCY HOUSING BY 75 PERCENT (TO LESS THAN 800) BY 2030.

# Purpose

---

On 26 August, the new Emergency Housing Grant Programme will be in force.

We decided to take EH out of the Special Needs Grants Programme to make things clearer for staff when granting Emergency Housing Grants (EH Grants). We wanted a more rules based approach that was clear for staff and clients.

The changes include new EH responsibilities and activities that the client must agree to and meet as well as consequences for not meeting these. These changes are to support clients in finding long term accommodation.

# New Legislation (EHG Programme)



Establishes meeting responsibilities as part of eligibility criteria for subsequent grants. If a client does not meet their responsibilities after two official warnings, and there is no good or sufficient reason, an EH non-entitlement period of 13 weeks will apply



Allows MSD to require an applicant to provide supporting information, if needed, to verify their eligibility and that they have completed their responsibilities. Supporting information can also be requested to verify the reason why an applicant was not able to meet their responsibility/ies



Removes MSD's ability to make EH grants recoverable.



Remove the welfare assessment from the eligibility qualifications for EH. The welfare assessment was a provision that required MSD to consider whether declining an EH grant would worsen the applicant's position, increase risk to the clients (or immediate families) welfare, or cause serious hardship



# Responsibilities

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The three responsibilities are:

1. Make a reasonable effort to find other housing by doing things like looking for rentals, getting help to pay for private accommodation, or staying with whānau or friends.
2. Engage with support services like a housing broker or navigator, these will be either services we refer applicants to, or services they're already working with.
3. Pay the emergency housing contribution by the date determined by MSD.

To help clients meet their responsibilities, case managers will work with clients to set reasonable activities for each grant period. These activities will be agreed with the client and should be specific to the client (and their whānau) and be reasonable to complete within the time period. At each grant, clients will receive a letter with the activities that they have agreed to with their case manager.



If a client doesn't meet their responsibilities without a good and sufficient reason, they will receive a warning.



If a client doesn't meet their responsibilities without a good and sufficient reason for a 2<sup>nd</sup> time, they will receive a warning.



If a client doesn't meet their responsibilities for a 3<sup>rd</sup> time, they will enter a 13-week non-entitlement period for emergency housing. Staff will still work with these clients to provide other forms of assistance and ensure they are receiving their full and correct entitlement.

## Consequences for Failing to Meet Responsibilities

# When to Decline vs When to give a Warning

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When the client does not meet the eligibility criteria, the EH Grant must be declined



When the client fails to meet their responsibilities without a good and sufficient reason, they must be issued a warning

WARNINGS ONLY APPLY TO THE 3 RESPONSIBILITIES.  
FAILING TO MEET THE ELIGIBILITY CRITERIA IS AN INSTANT DECLINE

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# Limited Circumstances

There are Limited Circumstances in which a client who is on a 13-week non-entitlement period for emergency housing can still receive an Emergency Housing Grant.

To receive a grant the client or their dependent child (if any) must meet the emergency housing qualifications and all three of the following criteria:

1. be experiencing an unforeseen crisis situation that is beyond the client's control, **and**
2. be at risk of harm or likely to be at risk of harm within the next 7 days (current or near-term harm), **and**
3. have 2 or more risk factors.

# Helpful Resources

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## CONTENT

1. Learning module for the high-level changes to the EH grant process
2. Learning module for the detailed information on changes to the EH grant process
3. How to assign appropriate activities for a responsibility
4. Reasons a client can be declined an EH grant
5. Types of supporting evidence MSD can request
6. Staff guidance for EH Conversations

## RESOURCE LINK

1. [EH Training Module 1](#)
2. [EH Training Module 2](#)
3. [Responsibilities and Activities](#)
4. [Decline Reasons](#)
5. [Supporting evidence guidance](#)
6. [Guidance for EH conversations](#)

# Scenarios

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EMERGENCY HOUSING GRANTS – FROM 26 AUGUST 2024

# Did client cause or contribute to their immediate EH need?

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A single client, (no children) getting Jobseeker Support has been staying in emergency housing for over a month. At each grant stage, the client has been advised of the expectations and conditions of payment for emergency housing (including the supplier's rules of stay).

The client confirms they understood and agreed to meet the expectations and conditions of payment while getting an Emergency Housing Grant.

The client applies again for another Emergency Housing Grant as they continue to meet the qualifications for emergency housing. At the appointment the client advises they need to change their emergency housing supplier.

The client advises they accidentally damaged the motel room, and the supplier has asked the client to leave the emergency housing accommodation. The supplier has also notified MSD about damage to the room and provided photos. The supplier advises MSD that given the extent of the damage, it appears intentional and they will make a claim for the cost under the client's security deposit. The security deposit wont cover all of the damage and the supplier is going to need to use insurance for the rest.

The client will not provide further information about how or why the damage occurred.

# Which of these is true

---

The client will get a warning for damaging the property, and receive a subsequent EH Grant

MSD can decline a subsequent EH Grant as MSD determines the client has caused or contributed to their immediate emergency housing need

The client will receive a subsequent EH Grant and no warning, as not damaging the property was not one of their responsibilities

# Answer

---

The client will get a warning for damaging the property, and receive a subsequent EH Grant

MSD can decline a subsequent EH Grant as MSD determines the client has caused or contributed to their immediate emergency housing need

The client will receive a subsequent EH Grant and no warning, as not damaging the property was not one of their responsibilities

# Why?

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**The client refused to provide any further information, so MSD must make a decision on the information available, that information is:**

- The client has accepted that they caused damage to the room.
- The EH supplier has provided evidence of the damage, and it does not look accidental.
- The EH supplier will no longer allow the client to stay there.



**MSD decide the client has contributed to their immediate emergency housing need because they were unable to stay in the accommodation because of damage to the emergency housing property.**



**The Emergency Housing Grant can be declined because the client has contributed to their immediate emergency housing need.**

# Did the client meet their responsibilities?

MSD sets Jango two agreed activities to meet the responsibility of “engage with support services (if MSD has referred the client to a support service)”:

- attend scheduled appointment with a Budgeting Service
- attend weekly counselling sessions at Family Mental Health Services

Jango only does one agreed activity (attended their counselling session).

He did not attend his appointment with the Budgeting Service. This is because Jango went to a Budgeting clinic run by another agency.

# Did Jango meet his responsibility?

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**Yes**

**No**

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# Answer

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Yes

No

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# How did he still meet the responsibility?

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Although Jango did not complete one of the agreed activities, he did another activity that is equivalent to the agreed activity and still meets the responsibility of engaging with a support service (for budgeting).



MSD determines Jango has **met** the responsibility.

## Let's do another one

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Zayn, his partner (Tom), and their dependent child entered emergency housing together. Zayn is now on a 13-week non-entitlement period for emergency housing.

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While on the 13-week non-entitlement period for emergency housing, Zayn, and his family return to MSD to apply for emergency housing.

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Zayn and their dependent child are assessed for an Emergency Housing Grant under limited circumstances, but do not meet the criteria and are declined an Emergency Housing Grant.

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Tom applies for and qualifies for an Emergency Housing Grant in his own right and includes their dependent child in the application.

# Which of the following answers is **false**?

- (a) Tom qualifies for Emergency Housing in his own right and can enter emergency housing with their dependent child.
- (b) Zayn continues on his 13 week non-entitlement period for emergency housing, and he cannot be included in Tom's Emergency Housing Grant. If Tom included Zayn in the application, Tom would not qualify for emergency housing.
- (c) Tom and Zayn are both allowed to stay in emergency housing despite Zayn being on a 13 week non-entitlement period, as this is Tom's Emergency Housing Grant, so the 13 week non-entitlement period does not apply.

# Answer

(a) Tom qualifies for Emergency Housing in his own right and can enter emergency housing with their dependent child.

(b) Zayn continues on his 13 week non-entitlement period for emergency housing, and he cannot be included in Tom's Emergency Housing Grant. If Tom included Zayn in the application, Tom would not qualify for emergency housing.

(c) Tom and Zayn are both allowed to stay in emergency housing despite Zayn being on a 13 week non-entitlement period, as this is Tom's Emergency Housing Grant, so the 13 week non-entitlement period does not apply.

# Why is this false

---

The new responsibilities framework, including the non-entitlement period only applies to the applicant, not the partner which means the partner may still qualify for assistance.

However, if a client is currently on a non-entitlement period they can't be included in their partner's EH accommodation.

**Note:** If an applicant getting a grant has a partner on a non-entitlement period, the partner's income and cash assets must still be included as part of the applicant's application, and when calculating the applicant's EH contribution.

# Does a client meet the criteria for limited circumstances?

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Ron and their 2 dependent children experience a family violence incident while on a 13 week non-entitlement period for emergency housing.



The incident escalates to a serious incident, and Ron and the dependent children are at risk of current harm.



Ron's dependent children are 7 years old, and 9 months old. Ron is receiving Child Disability Allowance for their eldest dependent child.



Ron approaches MSD for an Emergency Housing Grant.

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(a) Limited circumstances apply for Ron, and they met the criteria to get a 7-night grant for emergency housing



(b) Limited circumstances do not apply for Ron, and they will not receive a grant for emergency housing

Which of these is true?



(a) Limited circumstances apply for Ron, and they met the criteria to get a 7-night grant for emergency housing



(b) Limited circumstances do not apply for Ron, and they will not receive a grant for emergency housing

## Answer

# How did we determine this?

---

**The three-step assessment was used to determine if limited circumstances apply for Ron and his dependent children:**

**1. Crisis situation:**

- Ron and their dependent children experience a family violence incident while on a 13-week non-entitlement period for emergency housing. The incident escalates to a serious incident.

**2. At risk of current or near-term harm:**

- Ron and their dependent children are at risk of experiencing physical or mental injury.

**3. Multiple risk factors:**

- Ron's eldest dependent child qualifies for Child Disability Allowance, **and**
- Ron is the principal caregiver of a dependent child aged 12 months or younger

**End**

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EMERGENCY HOUSING GRANTS – FROM 26 AUGUST 2024

6 March 2024 – Te Kōmako

Mar 06, 2024

## Ministers' Emergency Housing Announcement

Kia ora

You may have seen the Government has announced a new priority category for moving families out of emergency housing and into stable homes sooner. This is part of its 100-day plan.

This is a good thing. No one wants to see children in emergency housing in the first place. The social and financial cost of families, and especially children, staying in emergency housing for long periods is huge.

From April, there'll be a new priority category for families with dependent children who have spent 12 consecutive weeks or more in emergency housing. Families in this category will still need to wait until a suitable house becomes available.

We also need to make sure emergency housing is only used as a last resort and clients are not contributing to their temporary housing needs. We've already strengthened how we do this through things like the [Resolution Framework](#), and we'll be doing more.

The work you do to help people get a home and help them stay there is really important. I always say, all our frontline can help people sustain homes. We've got Housing Support Products to help with rent arrears, bond, and rent in advance etc, the Ready to Rent programme, and of course helping people get a job.

When people are in emergency housing, we'll continue doing everything we can to support them into suitable and stable homes. This is especially important for whānau with children. From April, the new priority category (fast track) will help with this.

People in emergency housing need to continue looking for accommodation. We don't want people to feel they need to come into emergency housing to get a home. This is why we'll be doing more work to make sure emergency housing is only used when absolutely necessary.

There's information on [Doogle](#) to help you talk with clients who ask about the priority category.

Karen

Group General Manager Housing

7 March 2024 – In the Loop

## **Emergency housing announcement**

The Government has announced a new priority category for moving families out of emergency housing and into stable homes sooner. This is part of its 100-day plan.

You can read more about this in Group General Manager Housing Karen Hocking's Te Kōmako message. There's also information on Dongle to help you talk with clients who ask about the priority category.

[Emergency Housing Announcement - Te Kōmako](#)

[Emergency Housing fast track - Dongle](#)

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26 March 2024 – Mahi and Manaaki

## **Ending large-scale emergency housing - support from 8 April**

For some time, we've been working on initiatives to support people to get and stay in long-term homes and prevent them from needing emergency **housing**.

From **Monday 8 April**, we're improving guidance for frontline to help with **Emergency Housing Special Needs Grant (EH SNG)** decisions and conversations. All frontline kaimahi can use this guidance to support their EH SNG conversations and decision making.

We need your support to raise awareness about this change with your teams.

More information will be available soon in On the Radar, on Dongle and in HIYA. A learning pack will be published on Dongle, for all to access, covering scenarios, the new note templates and the updated EH Guidance.

Capability Developers will be available for support if there are questions around the updated process.

This is the first in our initial steps to support the Government's aim of ending the large-scale use of emergency **housing**.

Our next steps will be:

- **30 April 2024** – introduction of a social **housing** priority category (fast track) for families with dependent children who've been staying in emergency **housing** for 12 weeks or more
- **August 2024** – legislative changes to EH SNG, including client obligations.

Find out more on Te Kōmako.

1 April 2024 – On the Radar

## Deep Dive: Ending large-scale emergency housing [1/3]

From 8 April, we're launching improvements to our Emergency Housing Special Needs Grant (EH SNG) resources for all frontline kaimahi to help with decisions and conversations.

We want to have meaningful kōrero with people to fully understand their situations (like we do for any request for assistance).

We're strengthening our processes to help with this.

Find out why this change is important by watching this 2 min video



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On the Radar - Internal use only please

## Deep Dive: Ending large-scale emergency housing [2/3]

The improved EH SNG resource, for all kaimahi, builds on changes we made last year to improve the emergency housing system (client guide, supplier standards and operational guidance).

### Improved EH SNG resources

From **8 April**, EH resources will be updated to give you:

- More support to make the right EH SNG decisions**, and when to escalate decisions.
- When you should grant for less than seven nights**.
- Updates to the EH end-to-end process**, including using mandatory Structured Client Event Notes (CEN).

### Take note(s)!

Use the structured notes when you're screening and assessing if a client qualifies for an EH SNG.

- Detailed, accurate notes are important – they help the next person understand the full situation and how we can best help the client.
- From 8 April, you'll no longer need to use the EH SNG note templates.

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## Deep Dive: Ending large-scale emergency housing [3/3]

### Learning and resources

Learning resources will be published on Doogle, for all to access, covering granting for less than 7 days and the new structured notes.

HIYA and Doogle will also be updated.

*There's more to improve - we'll keep you updated on what's in the pipeline.*



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On the Radar - Internal use only please

4 April 2024 – In the Loop

## **Ending large-scale use of Emergency Housing - support for kaimahi**

We're improving emergency housing resources to better support your conversations and decision making.

Updates and changes include:

- examples of when you can grant for less than 7 days (in the Resolution framework)
- two mandatory structured client event notes – 'Screening Pre-Emergency Housing' and 'SNG Emergency Housing Required', and
- you'll no longer need to use the Emergency Housing Special Needs Grants (EH SNG) note Word templates.

From **Monday 8 April**, you'll be able to use the new client event notes in CMS. Keeping accurate notes is important as they help the next person fully understand the client's situation and how we can best help them.

This is part of our ongoing work to end the large-scale and long-term use of emergency housing.

Learning resources will be available on Doogle, for all to access, and capability developers will be available for support if there're questions around the updated process.

[Emergency Housing Resolution Framework - Doogle](#)

[Emergency Housing Guidelines - Doogle](#)

[Emergency Housing screening - HIYA](#)

[On the Radar | 1-7 April 2024 \[PDF\] - Doogle](#)

22 April 2024 – On the Radar

**Deep Dive: Prioritising families in EH for social housing**

On **30 April**, we're introducing a new Emergency Housing (EH) fast-track to the social housing register. Watch the video below to learn all about it, and then check out the links.



**On 30 April, we're introducing a new Emergency Housing (EH) fast track to the social housing register**

**Resources:**

- Learn more about the new fast track:**
- [Housing – HIYA](#) (more content will be added to HIYA this week)
- [Emergency Housing fast track - Doogle](#)
- And check out the:**
- [Emergency Housing – Resolution Framework](#)

**On the Radar** - Internal use only please

9 July 2024 – Mahi and Manaaki

## Emergency housing changes from 26 August

From **26 August**, we're introducing a clear, rules-based framework for **emergency housing** (EH) assistance to help us achieve our Target to reduce the number of people in **emergency housing**, and support our focus on getting whānau into sustainable homes.

### What is changing

Changes include the introduction of a responsibilities framework, including consequences for people who don't meet their responsibilities to continue to stay in EH, and being able to require clients to provide information about their **housing need** when it's necessary to our decision making.

### What you need to do

An introductory eLearning module, [Ending large scale use of Emergency Housing](#), is available for leaders and capability developersto get familiar with, and then for kaimahi from 15 July. Please think about who in your team will need to complete this.

Conversations with people applying for EH may become more difficult when these changes are introduced. Please identify any of your kaimahi who may need upskilling in handling difficult conversations. Existing soft skill learning modules and your capability developers can help with this.

More information will be in On the Radar next week.

15 July 2024 – On the Radar

## Emergency housing changes from 26 August

From **26 August 2024**, we're introducing a clear, rules-based framework for emergency housing (EH) assistance to support our focus on getting whānau into sustainable homes and help us achieve our Target to reduce the number of households in EH.

Changes include the introduction of a responsibilities framework, including consequences for people who don't meet their responsibilities. We'll also be able to require clients to provide information about their housing need or how they've met responsibilities when it's necessary to our decision making.

Our new module on myLearning, [Ending large scale use of Emergency Housing](#), introduces and outlines the main changes. Detailed information and further learning will be available in mid-August. Watch this space.

## Deep Dive: Emergency Housing changes from 26 August [1/2]

From **26 August**, we're introducing a clear, rules-based framework for emergency housing (EH) assistance. This will support our focus on getting whānau into sustainable homes.

### Changes include:

#### A responsibilities framework. The client will have:

- responsibilities they must agree to, to be eligible for EH assistance
- activities they must do in relation to their responsibilities
- consequences (*two written warnings and a 13-week non-entitlement period for EH*) if they don't meet their responsibilities and activities without a good and sufficient reason

#### Changes to our information requirements.

- We can ask clients who are applying for EH assistance to provide info to support our decision making. This can include evidence of their immediate housing need, and how they'll meet their EH responsibilities.

These changes will help us achieve our target of reducing the number of households in EH. We all know people are better off in suitable, sustainable homes.



## Deep Dive: Emergency Housing changes from 26 August [2/2]

### Learning about this change:

 **There's a new learning module which introduces the changes and tells you what to expect.** It's available now:

- [Ending large scale use of Emergency Housing - MyLearning](#)

### There's also info on Doogle:

- [Initial Steps to End the Large Scale Use of Emergency Housing - Change Hub](#)



### What's next?

 **More information is coming in August.** There'll be:

- a deeper dive into the changes
- more to help you in your role
- extra learning.

 **Watch this space.** When there's new info out, we'll let you know in On the Radar, or In the Loop.



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**On the Radar** - Internal use only please

## Deep Dive: EH responsibilities and activities [1/2]

We want to support people into sustainable homes. As part of this, there are changes for emergency housing (EH) assistance coming on 26 August, including the EH responsibilities and information requirements.

Let's have a closer look into the new responsibilities, and what activities we might ask clients to do...

### New EH responsibilities for clients

**From night 8, clients will have:**

- **responsibilities** they must meet to, to be eligible for EH assistance,
- **activities** they must agree to, in relation to their responsibilities, and
- **consequences** if they don't meet their responsibilities and activities without a good and sufficient reason (two written warnings and a 13-week non-entitlement period for EH).

It's important clients understand their responsibilities, activities and potential consequences.

### More about activities

- Clients need to start doing activities from night 8.
- Activities should be:
  - ✓ agreed between you and the client
  - ✓ related to EH responsibilities
  - ✓ help clients to improve their housing situation
  - ✓ tailored to the client's circumstances
  - ✓ achievable
- **You don't need to set an activity for every responsibility.**
- Activities are reviewed and set at each grant appointment.



**Remember: Emergency housing is always the last resort. We still need to screen and assess a person's eligibility to enter EH.**

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**On the Radar** - Internal use only please

## Deep Dive: EH responsibilities and activities [2/2]

Examples of activities	
Responsibility	Possible activities
<b>Engage with support services we've referred you to</b>	<p>Referral to a service such as:</p> <ul style="list-style-type: none"> <li>• housing brokers</li> <li>• housing navigators</li> <li>• budget advisors</li> <li>• employment services or</li> <li>• counselling services.</li> </ul> <p><i>It may include services clients are already working with.</i></p>
<b>Make a good effort to get housing and use services available to help you</b>	<p>This could include asking the client to:</p> <ul style="list-style-type: none"> <li>• attend a Ready to Rent course</li> <li>• talk to a property manager or follow up on some advertised properties</li> <li>• accept transitional housing if offered</li> <li>• check with family and friends whether they can stay</li> </ul>
<b>Pay the EH contribution on time</b>	<p>This could include:</p> <ul style="list-style-type: none"> <li>• setting up a benefit redirection</li> <li>• budgeting activities</li> </ul>



12 August 2024 – In the Loop

## Emergency housing changes – learning available now

There're also changes for emergency housing assistance, from **26 August**.

A detailed learning module is now available. This covers initial grants and subsequent grants (including how to choose suitable activities for your clients), warnings and non-entitlement periods. It includes a conversation guide, covering many scenarios.

Contact centres – your sessions will be scheduled.

Regions and Centralised Services – please see your team manager capability about sessions.

**Transitioning clients:** Closer to 26 August, you'll need to talk with clients about responsibilities and what to expect. Information about this is available on Doogle.

More info:

- [Emergency Housing changes - myLearning](#)
- [Transitional Arrangements - Doogle](#)
- [Initial Steps to End the Large Scale Use of EH - Change Hub](#)

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August 2024 – On the Radar

## Let's Recap: EH changes from 26 August

We want to support people into sustainable homes. As part of this, on **26 August** we're introducing changes for emergency housing (EH) assistance. We've covered these in On the Radar before. If you need a recap, use these helpful links below.

### Here's the info we've provided so far:

- 🏠 [Initial steps to end the large scale use of emergency housing - Change Hub](#)
- 💡 [Emergency housing grant processes from 26 August 2024 - Change Hub](#)
- 🌐 [On the Radar - 5 August](#)
- 🏡 [Transitional Arrangements - Doogle](#)
- 👉 [Emergency housing changes – myLearning](#)

Note: My, Doogle and HTVA will be updated from 26 August

**Emergency housing is always a last resort.** We're doing everything we can to help people keep their current home or find a suitable alternative, so they don't need emergency housing. We're also supporting those currently in emergency housing into suitable, sustainable homes.

**Remember – our Housing Support Products can also help!**

[Housing Support Products - Doogle](#)



26 August 2024 – In the Loop

## Emergency housing changes go live today

Eligibility changes for emergency housing (EH) go live today. From today, clients applying for EH grants will need to meet further requirements to qualify.

Our goal remains the same – supporting people to remain in their current home or find suitable alternative accommodation, so they don't need EH, and supporting those currently in EH into suitable, sustainable homes.

Map, Doogle and HIYA have been updated to support your mahi.

There is transitional arrangements information on Doogle for how to support clients already in EH (before 26 August), who may need subsequent grants on or after 26 August.

As always, your capability developer and manager are here to help.

Useful links:

- [What's new - Map](#)
- [Emergency Housing Guidelines - Doogle \(inc transition arrangements\)](#)
- [Emergency Housing screening - HIYA](#)
- [Ending large scale use of Emergency Housing changes - 26th August 2024 \(Module 2\)](#)

22 September 2024 – In the Loop

## Emergency Housing activities from night 8

Emergency Housing Grants changes landed on 26 August.

We want to remind you that clients can only be set activities from night 8 of a stay in emergency housing (EH).

We don't need to assign activities or issue warnings, in the CMS EH event case, for the first 7 nights of:

- a grant period, for initial grants, or
- a grant on or after the 26 August, for existing EH clients.

Of course, you can continue to make referrals and support people in EH into suitable, sustainable housing during this time. Don't add these as activities in the EH event case.

If we assign activities at the wrong time, this could result in a warning being issued incorrectly.

There's an easy fix – you can just delete the incorrect activities following the EH Grant Process on Doogle (*Step 5 Responsibilities and setting agreed activities*).

More information can be found on Doogle.

[Emergency Housing Grant \(EH Grant\) process - Doogle](#)

[Transitional Arrangements - Doogle](#)

[EH responsibilities and activities guidance \[PDF\] - Doogle](#)

1 October 2024 – Mahi and Manaaki

## **System and process enhancements for emergency housing**

Shout out to everyone for your hard work with recent changes to emergency housing assistance.

To implement the Emergency Housing Grant Welfare Programme on time, we had to set up some manual systems and processes, with a plan to make enhancements later in the year.

Alongside this, kaimahi highlighted more areas for improvement. We've been working on **enhancements**, and we're rolling some out soon:

- 21 October – CMS updates.
- 6 November – letters are pre-populated with activities, warnings and non-entitlement periods using data staff enter in CMS.

There'll be less repetition and administration, and more time for in-depth conversations.

Let your teams know these improvements are coming soon. We'll share more about the **enhancements** through In the Loop soon.

### **Activities reminder**

- It's important kaimahi **set the right activities for clients**, based on their individual circumstances, and record them accurately in CMS.
- It's also important we **get the wording for activities right**, as it helps clients understand what they need to do to meet their responsibilities and improve their housing situation.
- Kaimahi can check Doogle if they need tips on writing activities.

[Emergency Housing Grants Programme - Doogle](#)

7 October 2024 – In the Loop

## System enhancements for EH assistance

Thank you for your hard work putting recent Emergency Housing Grant (EHG) changes in place.

You told us about pain points with EHG processes, so we're making some enhancements to CMS soon.

### 21 October - System enhancements

These include:

- Messages on when to add activities and issue warnings.
- Removing unanswered hardship questions from the EH Grant Summary display.
- New tabs and updated tab names to improve readability.

Check the Change Hub for a full list.

[Emergency Housing Grant system and process improvements - Change Hub](#)

### 6 November - letters are pre-populated from EH event case

This includes the activities, warnings and non-entitlement periods you've entered in CMS. You won't need to manually rewrite or paste this information into letters.

You may see a 'launch letter' button before go-live. Just ignore it until 6 November.

### Activities reminder

It's important you set the right activities for clients, based on their individual circumstances, explain expectations for completing activities, and record activities accurately in CMS.

It's also important we get the wording for activities right, as it helps clients understand what they need to do to meet their responsibilities and improve their housing situation.

Check Doogle if you want tips on writing activities.

[Emergency Housing Grants Programme - Doogle](#)

17 December 2024 – Mahi and Manaaki

## Emergency housing

Clients will still need to meet their emergency housing responsibilities by completing the agreed activities. Any warnings due to clients not completing their agreed activities will still apply.

Emergency housing payments can be granted for:

- Up to seven nights (or up to 14 nights\* if there is low availability in the region) at initial Emergency Housing Grants
- Up to maximum of 21 nights at subsequent Emergency Housing Grants if responsibilities are being met.

Ensure emergency housing check-out dates don't fall on weekends or public holidays.

Manager Regional Housing must ensure that emergency housing suppliers have an after-hours contact for any urgent escalations over the periods we are closed.

*\*Note: no regions have advised of low availability of emergency housing accommodation.*

25 June 2025 – Mahi and Manaaki

## Updated Emergency Housing Resolution Framework: what's changing

We've improved guidance which will help client-facing kaimahi with emergency housing (EH) decisions and conversations. We need your support to raise awareness about it with your teams.

Case managers and reception/front-of-house kaimahi should use this guidance. It includes info on:

- dealing with EH requests at reception/front of house
- understanding the client's EH need and assessing eligibility
- dealing with EH requests from victims of Family Violence
- EH Decline Escalation Pathway for households with children.

Also, please remind your teams to create EH event cases using the "Screening Pre-Emergency Housing" client event note. It's important to document what they've done.

Check Doogle and HIYA for more information.

[Emergency Housing Resolution Framework - Doogle](#)

[Emergency Housing Grant \(EH Grant\) process - Doogle](#)

[Emergency Housing screening - HIYA](#)

8 September 2025 – In the Loop

## 💡 Expanding support for rough sleepers

Thank you for your ongoing commitment and hard work helping people get and stay in stable homes. From our kaimahi out working alongside partners to ensure rough sleepers can access our products and services, to those supporting them back at the office.

On Friday, the Government announced more support for people sleeping rough to help them into stable housing.

We have two actions:

- To improve guidance on the existing discretion our kaimahi have when they assess emergency housing applications, specifically around income limits for EH and the use of grants of less than seven nights.
- To ensure the current good-cause assessment for redirections of benefit is used appropriately to help people stay on top of their accommodation costs and sustain their homes.

Work is underway now. More information will be shared over the next couple of months.

[Expanding support for rough sleepers - Beehive.govt.nz](#)



## Briefing

ADVICE ON SHORT-TERM ACTIONS TO ADDRESS HOMELESSNESS			
<b>To Minister</b>	Hon Chris Bishop	<b>Portfolio</b>	Minister of Housing
	Hon Louise Upston	<b>Portfolio</b>	Minister for Social Development
	Hon Tama Potaka	<b>Portfolio</b>	Associate Minister of Housing
<b>CC Minister</b>	Hon Mark Mitchell	<b>Portfolio</b>	Minister for Corrections
	Hon Matt Doocey	<b>Portfolio</b>	Associate Minister of Health; Minister for Mental Health
<b>Date</b>	1 August 2025	<b>Priority</b>	High
<b>Tracking number</b>	HUD2025-007568/ REP/25/7/576		

ACTION SOUGHT	
<b>Action sought</b>	Feedback on options for addressing homelessness in the short term
<b>Deadline</b>	6/08/2025

Name	Position	Telephone	1st contact
Jeremy Steele	General Manager, Housing Supports and Supply	69(2)(a)	✓
Laura Miller	Manager, Responding to Severe Housing Need		
Julia Bergman	MSD General Manager Housing, Employment and Labour Market Policy		
Karen Hocking	MSD Group General Manager Enablement		

OTHER AGENCIES CONSULTED
Department of Prime Minister and Cabinet (DPMC) and the Treasury were engaged on early versions and concepts only.



## RECOMMENDED ACTIONS

It is recommended that you:

1. **Note** that you have requested advice on targeted actions that optimise existing supports and new ideas to reduce numbers living without shelter in the short term **Noted**

*Local focus on reducing number of people living without shelter*

2. **Note** identified short-term actions to address homelessness will be supported by building on existing locally-led housing co-ordination groups **Noted**

*Optimising and getting the most from existing supports*

3. **Note** HUD and MSD will progress further steps to optimise and utilise Transitional Housing (TH) **Noted**

4. **Agree** to HUD and MSD progressing the following actions:

- Improve and prioritise access to social housing for unshoused Housing First clients **Agree/Disagree**
- Expanded use of support for people experiencing or at risk of homelessness due to unpaid rent **Agree/Disagree**
- Expanded guidance for MSD staff on the use of discretion in assessing emergency housing grants **Agree/Disagree**

*Targeted use of additional supply or supports to address specific issues*

5. **Agree** to HUD and MSD progressing the following actions:

- Additional targeted TH places and services **Agree/Disagree**
- Establish new 24/7 short-term housing with supports and triage **Agree/Disagree**
- Additional targeted supply of Social Housing in the short-term **Agree/Disagree**
- Investment in additional targeted outreach **Agree/Disagree**
- Cross-agency initiatives aimed at transitioning populations or better co-ordination **Agree/Disagree**

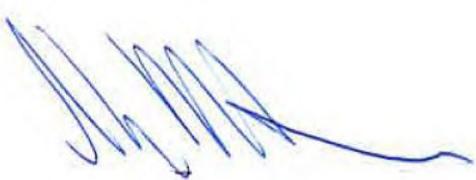
### Next steps

6. <b>Agree</b> to receive a progress update on the agreed actions by the end of August 2025	<i>Agree/Disagree</i>
7. <b>Agree</b> subject to your decision that, we will progress work towards implementation and/or provide detailed advice to seek any further decisions as required and outline any financial implications.	<i>Agree/Disagree</i>

Hon Chris Bishop  
**Minister of Housing**  
..... / ..... / .....

Hon Louise Upston  
**Minister for Social Development and Employment**  
..... / ..... / .....

Hon Tama Potaka  
**Associate Minister of Housing**  
..... / ..... / .....

Jeremy Steele  
**General Manager, HUD, Housing Supports and Supply**  
1 / 8 / 25

Julia Bergman  
**General Manager Housing, Employment and Labour Market Policy, MSD**  
....1. / ...8... / ...25...

## Purpose

1. To provide advice requested on actions that would make a difference in the short term for people who are living without shelter, including those who are sleeping on the streets or in cars (this may be those who have experienced a recent life shock or those who have been without shelter for an extended period).

## Executive summary

2. We recommend that further efforts to address homelessness in the short-term (3-6 months) are targeted on those living without shelter. This includes those who are sleeping on the streets or in cars (who have experienced a recent life shock or those who have been without shelter for an extended period). This is the sharp end of homelessness and where there is greatest potential to reduce harm and wider costs to society.
3. People living without shelter represent a diverse and highly vulnerable cohort. According to the 2023 Census, an estimated 4,965 people were living without shelter nationwide. The median age was 55 years and 44 percent were females. Māori consistently make up many of those living without shelter (23.6 percent at the 2023 Census or 58 percent of those in Housing First).
4. We recommend that actions initially focus on main centres including Auckland, Hamilton, Wellington and Christchurch. These locations all have issues with increasing numbers of people living without shelter and potential to ramp up responses in short-term. A key part of these responses will be building on existing locally-led housing co-ordination groups to develop and implement local plans to reduce homelessness.
5. We propose the following actions focused on **getting the most from existing services, programmes, supports and housing**:
  - further steps to optimise and utilise transitional housing (already underway)
  - explore options to improve and prioritise access to social housing for unhoused Housing First clients
  - expanded use of support for people experiencing or at risk of homelessness due to unpaid rent
  - expanded guidance for MSD staff on the use of discretion in assessing emergency housing grants.
6. Alongside this we recommend **targeted additional supply and other supports** to maximise impact. These could help address specific needs (both in terms of typology and appropriate providers) of singles with higher needs. These options have fiscal implications but would expand capacity and fill gaps:
  - additional targeted transitional housing (TH) places focused on those living without shelter and high needs

- additional targeted social housing places via CHPs leasing properties
- investment in additional targeted outreach.

7. If agreed we will engage with providers, key stakeholders, partner agencies, iwi, and local councils to fully scope, cost, and test feasibility for the options. We will also work through the fiscal implications and potential budget prioritisation choices. We will seek any required funding decisions via further advice by the end of August 2025.

## Context

8. Significant progress has been made in reducing the use of Emergency Housing (EH) and Target 8 has been achieved. However, there continues to be large numbers of people living without shelter, including those sleeping rough (see Homelessness Insights Report June 2025 [HUD2025-007240]).
9. It is not possible to determine the extent to which the recent increase in the number of people living without shelter is attributable to policy changes or simply reflects existing trends and broader economic and social contexts. However, stakeholders have pointed to a range of factors, including government policy and operating practices to tighten the emergency housing gateway (however, we note that numbers in EH had begun to decline even before the implementation of the EH gateway changes)<sup>1</sup> lack of affordable housing, fewer housing options for single people and other place-specific reasons.
10. This paper focuses on **short-term options** that can be implemented in the next 3-6 months that will make a difference in reducing the number of people living without shelter (including rough sleepers and those temporarily living in cars). It includes options to better utilise existing programmes and services and further targeted interventions. It is informed by insights from providers and the sector.
11. These actions are intended as an immediate response as work on the broader system is completed. In the medium-term actions are being progressed through the reset of housing and support programmes (Reset) <sup>s9(2)(f)(iv)</sup>
12. **Longer term**, the Government's focus is on fixing the fundamentals of New Zealand's housing market: freeing up land, removing planning barriers, improving infrastructure funding, and giving councils stronger incentives to support housing growth. Although this will take time to achieve impact, this work seeks to shift the housing system to improve housing outcomes for all New Zealanders, including those who are homeless.

<sup>1</sup> The numbers in EH declined from 2,976 in December 2023 to 1,959 by June 2024 (a decrease of 34 percent or 1,017 households). Source: MSD Deep Dive Report, July 2024 (REP/24/674).

## We recommend that immediate actions focus on those living without shelter (including rough sleepers) in main urban centres

13. Collated information from councils and providers around the country indicates an increase in the number of people living without shelter. This includes situations such as people living on the street and in improvised dwellings (e.g. living in a garage, a shack, or a car).
14. People living without shelter is the smallest category of homelessness (4,965 in 2023).<sup>2</sup> However, the characteristics and needs within the group can be diverse. People living without shelter will range from those experiencing chronic homelessness to people who are newly living on the streets or temporarily in cars. The types and level of need will also vary within this group and can present in different ways.
15. Providers report people living without shelter often experience complex and overlapping challenges, including mental health issues, substance use, and trauma. These individuals typically require intensive, wraparound support rather than standard housing interventions.
16. Based on estimates collected for the June Homelessness Insights Report, the number of people living without shelter in 2025 is at least: 800 in Auckland, 270 in Christchurch City, and 140 in Wellington City.
17. We recommend largely focusing short-term efforts on major urban centres, specifically Auckland, Hamilton (although supply constraints exist), Wellington, and Christchurch. This is due to a combination of factors, including demand and need in place, provider capacity and capability, as well as local supply opportunities. Northland (Whangārei) should also be considered due to it having some of the highest levels of need but may be more supply dependent. <sup>s9(2)(f)(iv)</sup>

## How we assessed options

18. We have assessed a range of potential actions against the following considerations:
  - Does it address a key problem? E.g. supply of single bedroom homes
  - Would it have impact on those living without shelter?
  - Expected level of impact.
  - Timeframe (3-6 months)
  - Implementation challenges e.g. capacity of providers and availability of supply

<sup>2</sup> Homelessness is defined as living situations where people with no other options to acquire safe and secure housing: are without shelter, in temporary accommodation, sharing accommodation with a household, or living in uninhabitable housing.



- Cost
- Consistency with wider strategic direction, policy and legislation.

19. Within the time constraints, existing data and information was considered. This included insights from the Homelessness Insights report, operational data and wider information from recent stakeholder engagements, meetings and correspondence.

20. We also considered lessons learned from previous efforts to address homelessness (such as emergency housing motels). There is potential for short-term responses to become baked into the system and difficult to exit and importance of locally led place-based response.

21. s9(2)(f)(iv)

**We recommend a combination of actions are progressed framed around optimisation of existing supports and services and targeted additional supply and supports**

*Table 1. Proposed Actions*

Option	Impact	New fiscal impact	Next steps
Optimising TH (HUD)	Low (for cohort living without shelter) but potential moderate impact in terms of availability of general TH	No	Implement regional tactical plan with HUD, MSD and providers
Prioritise access to social housing for unhoused Housing First clients (HUD)	Moderate-high – around a third of unhoused Housing First clients are living without shelter	Yes (tbc)	KO, HUD and MSD to work together on options to improve access.
EH gateway settings guidance (MSD)	Low	No	Operationalise additional guidance to MSD frontline
Greater support for people experiencing homelessness due to unpaid rent (MSD)	Low	No	Strengthen internal operational guidance
New 24/7 short-term housing with supports and triage (HUD)	Moderate-high – s9(2)(j) [REDACTED]	Yes (\$9.8M for 70 places)	s9(2)(j) [REDACTED]
Additional TH places prioritised for those living without shelter (HUD)	Moderate – could make up to 150 places available in the short-term.	Yes (\$16.2M for 150 places)	s9(2)(j) [REDACTED]

<b>Additional social housing places (HUD)</b>	Moderate – depends on supply availability	Yes (\$3.5M per 100 places)	Engage providers to identify potential supply and confirm capacity
<b>Investment in additional targeted outreach (HUD)</b>	Moderate – just over 560 clients (engaging 20 FTE)	Yes (\$2.4M for 20FTE)	Engage sector to confirm capacity and explore contracting options
<b>Cross-agency initiatives (HUD plus relevant agencies)</b>	Low	No	Work with relevant agencies to confirm and progress changes

22. To enable reprioritisation and fund some of the potential actions outlined in this briefing, HUD has reviewed current forecasts and identified potential one-off savings of \$22 million in FY26 across the Contracted Emergency Housing, Transitional Housing, and Social Housing appropriations. These savings are intended to support short-term actions and are not expected to be ongoing beyond this financial year. Therefore additional funding would need to be found to continue any of these options beyond one year.

### Locally-led housing co-ordination groups

23. These actions will be supported by an ongoing emphasis on on-the-ground coordination. We will continue local coordination to bring together appropriate services to help where an acute housing need is identified.

24. An integrated approach to considering housing need can better enable more tailored responses, particularly where iwi or Māori providers are involved. Enabling local responses in this way helps address known system issues that impact how the system responds to housing need (e.g. delays, fracturing and duplication, gaps, issues with information sharing). This way of working is impactful when it is well integrated into local practices and processes (e.g. outreach, needs assessment, referrals) and where local supply is available. However, local supply or service limitations may impact effectiveness.

25. A locally coordinated approach, as a way of bringing together relevant government agencies, iwi and providers, can take different forms. A one-size-fits-all approach is unlikely to work given the benefits of these approaches being locally led. We would work with stakeholders to understand what would best work for local conditions. Work to this effect is already underway in various locations including Auckland, Hamilton, Wellington, Christchurch, and Napier/Hastings.

## Getting the most from existing services and programmes

### Further steps to optimise and utilise transitional housing

26. TH is currently designed as temporary housing for people with immediate housing need who have no appropriate alternative place to stay. At 30 June 2025, HUD contracted 6,207 TH places<sup>3</sup> with 88 providers. Over 50 percent of these places are managed by the four largest providers<sup>4</sup>. More than 75 percent of all places are one or two bedrooms (including studios) and almost 50 percent are one bedroom or studio places.
27. Approximately 80 percent of contracted transitional housing places are occupied at the end of each month. Around 10 percent of places are unavailable at any one time (mainly due to maintenance and repairs) and around 10 percent are available for new clients to move into and awaiting referral and placement. The average time between a client leaving and a new client moving in is 17 working days.
28. There are three main approaches to optimising TH aiming to increase occupancy and reduce turn-around time:
  - Rebalancing the portfolio to increase places where accommodation is suitable for, and providers have capability to support those living without shelter (i.e. not increasing net TH places, and reducing in places where there is less demand)
  - Optimising occupancy (minimising vacancy rates)
  - Improving efficiencies in referral processes (e.g. time to complete) and ensuring assessments of MSD referrals are prioritised.
29. HUD and MSD are working on all three of these approaches with a joint tactical plan informed and activated by HUD's contracts team and MSD's Regional Housing Managers and Regional Commissioners/Public Service Leaders.
30. Most TH providers are not well equipped to accept and support people with high and complex needs. For TH to work effectively where needed for this cohort, people need to be supported by the right provider (with the capacity and capability for those with high and complex needs) in the right place (location and property typology). Whilst matching clients with the right provider and place is complex, we think this will be improved through the operational coordination between HUD, MSD and providers and by stronger system-wide connections which will reduce referral times. Some other options outlined in this paper to provide targeted services and outreach will also improve transitional housing utilisation.

<sup>3</sup> Note we receive reporting on around 6,000 of these as we do not request reporting on approximately 200 safehouse places

<sup>4</sup> Emerge, TSA, Kāhui Tū Kaha and Strive

31. To improve occupancy and reduce the current average of 17 working days between clients, the following immediate actions are being progressed:

- **Aligning property typology with demand:** HUD, in consultation with MSD, will focus on matching available housing stock—particularly one-bedroom units—with client needs. This may also include sourcing properties that accommodate pets, which are often essential for clients with support animals. *This will occur as leases come up for renewal or new supply.*
- **Replicating effective regional practices:** We are identifying and seeking to replicate successful referral practices from regions where operational coordination between providers and MSD is strong. At the same time, we are engaging with providers who are currently slower to accept referrals to understand and update their practice.
- **Reallocating services:** Consideration will be given to reallocating services to providers who have demonstrated both the willingness and capability to support clients with high and complex needs (noting this may have rebalancing implications across the portfolio given higher service costs for this cohort).
- **Improving data practices:** We are supporting providers to strengthen their data capture processes, alongside internal work to improve data integrity and reliability.
- **Exiting unsuitable places:** We will exit properties that are no longer fit for purpose and are currently marked as ‘unavailable’.
- **Working with Peak Bodies:** The housing peak bodies have offered to provide support to the sector where there maybe an option to support capability development.

32. We are proceeding with these measures immediately, however some of these may take time to show impact in reporting data as they require leases to come up for renewal or end. We will report on progress in two months.

### Explore options to improve or prioritise access to social housing for unhoused Housing First clients

33. There are over 900 people in Housing First that are yet to be housed. Based on the programme reporting and insights from providers, we understand that around a third of those waiting to be housed are primarily without shelter or rough sleeping, or residing in cars or mobile homes.

34. Improving access to social housing for people in Housing First who are not housed in temporary or permanent housing could be pursued through two pathways:

- Option a: directing Kāinga Ora to work with MSD and HUD on a plan to get Housing First clients housed and report back to Ministers by the end of August (recommended); and

- Option b: the creation of a new fast track for unhoused Housing First clients, or the removal of the fast track for families with children (not recommended).

35. On the surface a fast-track looks appealing but providers and KO have indicated that even where prioritised, other barriers may exist including:

- lack of housing of the right typology (due to high demand for one-bedroom units)
- requirements for access to support services further limiting suitable properties
- unsafe or unsustainable concentrations of high and complex-need applicants within medium-high density housing.

36. We estimate that establishing a formal fast-track will take roughly 6-8 months to design and put in place. This is based on the time required to establish the Priority 1 fast-track. This option would require Cabinet approval and the creation of tertiary legislation. MSD would not be able to make IT system changes to support a fast track in the short term. We do not recommend creating a fast track at this point and note that the success of Priority One fast track for families with children was in part a result of significant supply of the right typology becoming available.

37. We instead recommend providing detailed advice to Ministers by the end of August that can consider a range of operational and tactical options. Depending on decisions taken and ability to address other barriers this could start to have an impact in 3-6 months.

### Expanded guidance for MSD on the use of discretion in assessing emergency housing grants

38. Stakeholders in the sector have suggested that policy changes to create a rules-based approach to assessing applications for emergency housing (EH), implemented in August 2024, have a direct correlation to the numbers of homeless increasing. However it is not possible to determine the extent to which this change is attributable to policy changes or simply reflects existing trends and broader economic and social contexts. We also note that numbers in EH began to decline even before the implementation of the emergency housing (EH) gateway changes.

39. The narrative of stakeholders does not actually reflect the impact of the gateway settings. A review of EH declines in May 2025 showed that declines accounted for around 35 percent of EH applications. Alongside supporting clients into Transitional Housing, of those applications declined, MSD offered those clients the following alternative assistance:

- 4 percent granted **Accommodation Supplement**
- 12 percent received at least one **Housing Support Product (HSP)**
- 49 percent received at least one **hardship assistance** (excludes HSP).

40. Over half of the declines are because the client hasn't met one or more eligibility criteria for Emergency Housing, including:
  - Need can be met another way (26%)
  - Not a qualifying need (15%)
  - Not an emergency (10%)
  - Alternative housing is available (3%)
  - Do not have an immediate need (1%)
  - Exceed case asset and income test (2%)
41. A further 23% of declines are because they have otherwise contributed to their current circumstances, including:
  - You have contributed to your immediate need (19%)
  - Circumstances could have reasonably been foreseen (3%)
  - Lack of representation (1%)
42. Of all applications declined between August 2024 and May 2025, over one quarter (26%) were declined because 'the need could be met another way' - i.e. because the Ministry was able to support the person into a more suitable alternative such as transitional housing.
43. Amending the policy or legal framework of the gateway is not recommended. This would be seen as a switch back to previous settings,<sup>5</sup> as well as compromising progress against Target 8. It could also have significant fiscal implications. Amending the policy or legal framework would also work against other government policy such as the expectations set to Kāinga Ora regarding their management of anti-social behaviour and rent arrears. We have therefore considered any such changes out of scope.
44. The following areas for additional guidance to MSD staff around the use of discretion are recommended, noting that any change needs to sit within the context of the rules-based system that MSD staff operate under. Each can be implemented readily and does not amend the EH gateway's policy or legal framework. However, the impact of these changes is likely to be marginal, and the impact difficult to measure.
45. We also considered expanding EH grant guidance on the use of discretion, when deciding if an applicant has caused or contributed to their own housing need, however, this would work against existing government policy and messaging in relation to antisocial behaviour, damage, and rent arrears for those in EH/SH/TH.

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<sup>5</sup> It could also be argued that amending the framework only one year on from implementation would not give the changes sufficient time to 'bed in'.

- a. *Reinforce that MSD can use its discretion in relation to the income and asset test for emergency housing grants (EHGs)*
- 46. This involves expanding guidance around the use of exceptional circumstances, when considering income and cash asset limits as part of the means test for EH. Around 2 percent of declines are due to exceeding the cash asset or income test, however, greater use of discretion in this area may encourage people with income or cash assets over the usual limit, to approach MSD for EH support.<sup>6</sup> This measure is likely to be of most benefit to working people or the newly homeless (for example, people recently homeless due to job loss, rent arrears or overcrowded conditions), with lower benefit for rough sleepers.
- b. *Strengthen short-term stay guidance*
- 47. This would strengthen guidance around making a short-term EH grant (of 1- 3 nights), including providing more scenarios and examples of best practice approaches for frontline staff, e.g. on the standard of verification required to assess eligibility. Greater use of short-term stays (1 - 3 nights) will allow more people to get help with their immediate housing need.
- 48. This has potential to better address the immediate needs of people living without shelter, in cars, or in uninhabitable or overcrowded housing. It does involve a risk that people may still not have alternative accommodation at the end of this time, however, there is potential to extend a short-term grant for an additional 3 days before any decline (to allow more time for the applicant to source the required eligibility information and MSD to continue to work with the clients, and providers, to explore alternative housing options). Short stays will need to be ended at some point.

### Expanded use of support for people experiencing homelessness due to unpaid rent

- 49. An additional short-term tactical response that can be considered is providing greater support to people who are struggling to maintain a tenancy, because of rent arrears. This support can complement work to rehouse people.
- 50. MSD already has important tools that can help rough sleepers into accommodation, including short-term accommodation (e.g. TH), among its Housing Support Products that could be more widely promoted, such as the Accommodation Costs in Advance Grant, Bond Grant and Accommodation Security Cover Grant. Other products can support people to retain a tenancy if they are behind in meeting their accommodation costs and at risk of losing that accommodation, including the Accommodation Costs Arrears Grant.

<sup>6</sup> We also note that the income and asset limits are lower for EH than other services. For example, the income limit for a single person applying for an EH Grant is \$625.16 and cash asset limit \$1,368.68, compared to the income and asset limits for HSPs (e.g. Accommodation Costs Arrears Grant - \$1,337 (single person) and cash asset limit \$8,100 (single person)

51. Another means of increasing support to people with high or complex needs, to obtain and retain housing is MSD being more proactive in making use of redirection of benefit payments. This is when all or part of a client's benefit payment is paid directly to another person or organisation on the client's behalf. Unless a client goes into social housing MSD cannot require a redirection, except in specific circumstances. Operational guidance could be strengthened in this area, e.g. if frontline staff are seeing a pattern of rent arrears (e.g. a client has applied for a third rent arrears grant) then redirection of benefit should be considered as a support for that client.

## Targeted increase of supply and supports to meet specific needs

### Establish new 24/7 short-term housing with supports and triage

52. This new service would provide a 24/7 access, short-term safe accommodation for people without shelter. A triage and needs assessment would be undertaken on arrival, and people connected to the right supports and put on a pathway towards more stable housing as quickly as possible. This is not a service that currently exists in New Zealand outside of specialised pilots and potentially fills a gap.

53. This option is dependent on providers with capability and capacity to work with this group of people, noting that this will include people with high mental health and addiction needs. Given the majority of this cohort are Māori it will be important to engage Māori providers in further development. It is also dependent on the ability of providers to source appropriate (non-motel) accommodation.

54. We anticipate this service could have a moderate impact on reducing the number of people living without shelter, depending on the scale of the services. The impact may be greater for newly homeless, though if co-ordinated with outreach services the impact on longer-term homeless may also be enhanced.

55. This option could be implemented in three to six months providing appropriate facilities can be found and providers have capacity. Some providers have delivered this in pilot capacity and others have previously advised us of readiness to stand up additional services.

56. s9(2)(j)

### Additional Targeted TH places and services

57. We can explore the feasibility of bringing up to 150 additional TH places online. These additional places would be targeted to support people living without shelter, particularly those with more specialised and complex needs, including mental health or addiction needs.

58. Feedback from providers and MSD has identified a gap in suitable housing with more intensive supports, especially for single people with more specialised needs.
59. The expected impact is moderate. Increasing targeted TH places could help ensure those with the greatest needs are not left waiting, offering more immediate and tailored support than is currently available. This would be a temporary solution and would require a clear pathway to other more stable housing options.
60. Some TH providers are hesitant to accept rough sleepers with more intense needs under the current model due to the complexity of their support requirements and the potential impact on other clients. However, there are a number of providers who are well-equipped to support these individuals but require additional funding to operate effectively and meet their needs. We would work with these providers for the additional places. The focus would likely be Auckland, Wellington and Christchurch as these regions demonstrate potential for short term expansion.
61. <sup>s9(2)(j)</sup> [REDACTED]
62. We could potentially deliver these places within three to six months, however this is dependent on supplier capacity and local housing availability of the right typology. We are exploring if there is any Crown-owned stock that could be brought or kept into supply for a limited time. Additional places can be established relatively quickly in larger centres but will be more challenging in regions with limited housing supply, especially 1-bedroom options.
63. Alongside bringing these new places online we will need to work with providers to ensure referral processes enable those living without shelter to be prioritised for these places.

### Additional supply of Social Housing in the short-term

64. Allowing Community Housing Providers (CHPs) to lease properties from the private market could allow additional social housing places to be made available quickly. Additional social housing supply would increase available properties both for Housing First clients and for people in EH and TH, freeing up temporary accommodation for other people.
65. This response could have a moderate to high impact depending on the number of additional places funded. However, the ability to bring places online is limited by the number of one and two bedroom social housing properties on the rental market in target locations, and would be dependent on CHP capacity (given current Budget 24 and Budget 25 delivery). Allowing CHPs to transfer their own stock is a fast option but can create perverse incentives where existing tenancies could be put at risk.
66. This would be a departure from HUD's existing policy of not accepting any new use of private rentals unless by exception. Use of private rentals for social housing is

currently still accepted where commitments had been made or where specific programme funding has been provided.<sup>7</sup>

67. Costs are based on Income Related Rent Subsidy (IRRS) for lease only (noting this is a different structure than new supply costs known as Build to Own or Build to Lease).
68. The estimated cost for additional social housing ranges between \$30,000 to \$35,000 per place per annum depending on the region. Therefore, to bring on 100 new social housing places via private rentals would cost approximately \$3.5M, 200 places would cost approximately \$7M, and 300 places (as per the number of currently unhoused housing first clients living without shelter) would cost approximately \$10.5M per annum. It should be noted that funding additional social housing places potentially creates an ongoing cost pressure and therefore may require additional funding in outyears.

### Investment in targeted outreach

69. Increasing outreach services for people living without shelter would help connect more people with the services they need and a pathway out of homelessness.
70. Current HUD outreach service outcomes show that for those who remain in the service for more than six months permanent housing emerges as the second most common outcome. MSD funds a small number of outreach services under its EH Support Services budget. HUD propose to expand the HUD services, including to places that do not currently have outreach services.
71. The expected impact of this option is low to moderate in the short term, but the impact will increase over time as providers connect individuals with necessary services and support people into accommodation. It can also be tailored to meet the needs of specific groups (e.g. women, youth, Māori).
72. The costs for the service will be dependent on its size. Currently, HUD contracts outreach services on an FTE basis (\$120,000 per FTE). The estimated cost to fund additional outreach services in these regions is between \$1.2M to \$2.4M depending on the number of FTEs funded (we recommend between 10 and 20, this would enable a further 280 to 560 clients to be supported).
73. This option could be stood up quickly by leveraging existing processes and experienced providers. The speed to stand up and roll out these services depend on the availability of appropriate staff in key locations. Staff employed in the service are usually specialist counsellors and social workers.

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<sup>7</sup> Some separately funded services such as, Housing First and Rapid Rehousing, where immediate access to housing and client choice are key service elements are not included in the redirects approach.

## Cross-agency initiatives aimed at transitioning populations or better co-ordination

74. Through our previous work on preventing the transitions populations requiring emergency housing we worked with agencies to develop a number of options to improve housing outcomes for people leaving state care and custody.
75. The option most likely to have a short-term impact on preventing people living without shelter is bringing forward the current connection into housing support services for people leaving Corrections facilities so it happens earlier in their pathway to release.
76. We can provide further advice by the end of September on the feasibility and impact of this, jointly with Corrections. This will not impact on people already living without shelter but could likely be delivered within agency baselines.

## Implementation considerations

77. There are a number of implementation considerations that we will need to work through to fully scope and cost these options, determine feasibility and the optimal implementation approach.
78. HUD would need short-term FTE to support new supply and contracting initiatives.
79. The ability of providers including CHPs to source appropriate properties of the right typology and in the right locations is an ongoing constraint. Certain CHPs may be at capacity with current delivery. Although the softening rental market may assist with sourcing properties for some options in some locations, this constraint may impact on speed, cost and effectiveness.
80. A number of options also depend on sourcing skilled staff. This may also impact on our ability to implement options at pace in some locations.
81. Estimates of costs have been provided but these are not yet confirmed and are only illustrative. Any decisions with financial implications will be sought through future advice.
82. Targeted engagement with the sector and key stakeholders, particularly iwi and Māori providers, will be essential in developing and testing potential options. This includes understanding need, as well as opportunities where delivery could be better supported and/or scaled up.
83. It is also important that the design of these actions reflects the nature of the need, and accounts for what is possible in place. Research<sup>8</sup>, including the Housing First evaluation, shows that culturally tailored and Māori-led services are essential to effectively meet the needs of Māori (the largest cohort) and other groups.

<sup>8</sup> For example, *Māori cultural concepts and service provision for homeless Māori men* (Des Ellis, University of Waikato).

## We will continue to work on improving homelessness data

84. The Homelessness Insights Report will continue to be used to monitor changes in homelessness at a population level every six months. However, it may not be possible to identify any shifts resulting from the implementation of any of these short-term actions in the data for this report.
85. While most of the recommended short-term actions are not expected to improve data collection or insights in the immediate term, we are continuing to work with providers, local authorities and other agencies on improving data that helps us to understand any changes in homelessness.
86. In the longer term, we are working with Stats NZ on how homelessness will continue to be measured given the changes to the census collection model.
87. It will be challenging to measure the impact of any selected actions at a population level. Outcomes will reflect the combined effect of multiple interventions, as well as the overlapping and complex nature of the drivers of homelessness, making attribution difficult. Once any actions are progressed, a suitable framework for evaluating impact will be developed.

## Risks

88. Initial engagement has taken place with a number of sector stakeholders on levels of homelessness, drivers and at a high level on potential solutions. However, we have not been able to engage stakeholders on the specifics of proposed responses in this paper or their ability or capacity to implement actions.
89. Should you wish to progress with the recommended actions discussions with relevant stakeholders would be needed to ensure the sector can undertake and support delivery and scale up where required. Due to the urgency of these actions, a targeted approach will be taken with select regions prioritised, following further analysis on demand and provider capacity and capability.
90. Stakeholder expectations will need to be managed carefully throughout engagement given decisions on options, scale and funding may still be under consideration.
91. The proposed short-term options to respond to homelessness align with the Government's EH Target objectives and will support any necessary adjustments to current operational settings that are required. However, it is likely that there will be a rise in numbers of people seeking and being granted EH grants. Regular monitoring and reporting will ensure risks to maintaining the Target are identified.
92. Stakeholder engagement will need to be well managed. Particularly with Māori providers to mitigate risk to the Māori-Crown relationship given Māori are overrepresented in homelessness. The Waitangi Tribunal in Kāinga Kore the Stage One Report of the Housing Policy and Services Kaupapa Inquiry on Māori Homelessness made several findings on what it considers in the Crown's inadequate

response to homelessness. Considering these insights and ensuring equitable opportunity is given to Māori providers to deliver these actions will be important to reducing reputation and relational risks, particularly given Stage Two of Wai 2750 is approaching.

## Consultation

93. We have shared earlier drafts of this advice with Treasury and the Department of Prime Minister and Cabinet. These drafts did not include estimates of potential costs and scale.
94. We have also received input on potential cross-agency opportunities to support transitions from state care and custody from Corrections, Oranga Tamariki and the Ministry of Health.

## Next steps

95. Should you agree to the proposed approach and options, we will progress towards implementation. This will look different for each option.
96. We will begin developing and implementing the options that involve internal operational improvements immediately and report back on progress via weekly reports.
97. HUD will engage with local key stakeholders in specific regions, such as providers and partner agencies, iwi, and local councils to understand what a regionally focused response looks like in each location. This targeted engagement will enable us to gain a better understanding of current need-in-place, as well as local sector capacity to support this work.
98. To add to these place-based perspectives, further analysis of regional demand, potential supply, recommended scale of responses and costings will be undertaken. In combination, this will enable us to more accurately determine the time required for implementation and the likely time for impact to be seen.
99. Additionally, we will work through fiscal implications and potential budget reprioritisation choices following your agreement to progress any options.
100. We would look to provide you with a progress update by the end of August 2025. Further decisions may need to be made at that stage, including about prioritisation.

## Annexes

Annex A: Options considered but not recommended

## Annex A: Options considered but not recommended

1. Further detail on key options that were considered but not recommended can be found below. All options that were considered but not recommended based on this assessment are outlined in Table A.

### Fund additional TH motels

2. Funding additional TH motels or slowing our exit strategy may appear to offer immediate relief by providing more options for urgent housing needs, however there are significant drawbacks to this approach. Relying on motels as TH is a costly intervention, with estimated costs per place reaching \$107,000 per year<sup>9</sup>— substantially higher than traditional TH.
3. More importantly, motels are not suitable for long-term habitation, as their density and small spaces can create health and safety challenges, negatively impacting client wellbeing. Before considering expansion, we should focus on optimising current services and supply, making adjustments within the existing TH portfolio to better meet demand. Overall, this option is not recommended, and alternative approaches should be prioritised.

### Additional funding and places for Housing First

4. While the Housing First programme supports many people experiencing chronic homelessness into stable housing, any expansion must be done in a considered way. If we expand the programme to other areas without considering what housing will be available to people in the programme we risk further expanding the current situation of numerous unhoused housing first clients.
5. We consider that this would be ineffective as a short-term measure. <sup>s9(2)(f)(iv)</sup>

### Fund new night shelters

6. While funding new night shelters may provide an immediate option for people rough sleeping, particularly those experiencing chronic homelessness, this approach is not recommended as night shelters generally offer only temporary, overnight accommodation with limited additional supports, and do not directly reduce homelessness or contribute to lasting, positive outcomes. The effectiveness of such

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<sup>9</sup> This includes \$55,200 for accommodation fees and \$51,800 for service provision and on-site security.



shelters is limited, as they may not be suitable for certain groups, and their delivery is contingent on the availability of appropriate facilities and willing providers.

7. Historically, HUD has declined to fund night shelters, favouring programmes that better support enduring solutions. If we were to explore this option further, it is suggested to focus any funding on community-backed shelters that offer immediate, safe accommodation with additional services to support transitions into more stable housing. <sup>s9(2)(f)(iv)</sup>

**Table A: Options considered but not recommended for short-term actions**

Option s9(2)(f)(iv)	Why it is not recommended



s9(2)(f)(iv)

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## Briefing

<b>FURTHER ADVICE ON SHORT-TERM ACTIONS TO ADDRESS HOMELESSNESS</b>			
<b>To Minister</b>	Hon Chris Bishop	<b>Portfolio</b>	Minister of Housing
	Hon Louise Upston	<b>Portfolio</b>	Minister for Social Development and Employment
	Hon Tama Potaka	<b>Portfolio</b>	Associate Minister of Housing
<b>Date</b>	14/08/2025	<b>Priority</b>	High
<b>Tracking number</b>	HUD2025-007725 / REP/25/8/623		
<b>ACTION SOUGHT</b>			
<b>Action sought</b>	Provide feedback on short-term actions to address homelessness, potential funding approach and attached draft Cabinet paper.		
<b>Deadline</b>	19/08/2025		
<b>CONTACT FOR DISCUSSION</b>			
<b>Name</b>	<b>Position</b>	<b>Telephone</b>	<b>1st contact</b>
Jeremy Steele	HUD General Manager, Housing Supports and Supply	s9(2)(a)	
Rebekah Hood	HUD Policy Manager, Operational Policy		✓
Julia Bergman	MSD General Manager Housing, Employment and Labour Market Policy		
Karen Hocking	MSD Group General Manager Enablement		
<b>OTHER AGENCIES CONSULTED</b>			
Department of Prime Minister and Cabinet (DPMC) were engaged on the high level direction and the Treasury were engaged on the high level direction and costings only.			



## RECOMMENDED ACTIONS

It is recommended that you:

*Additional (up to) 300 social housing places and location specific responses*

1. **Agree** that (subject to Cabinet agreement) HUD enable community housing providers (CHPs) to lease up to 300 additional social housing places from the private market for unhused Housing First households (**\$7.0 million FY25/26 and ongoing funding of \$10.8 - \$11.8 million per annum**) Agree/Disagree
2. **Agree** that (subject to Cabinet agreement) HUD work with providers to develop plans for additional location specific services that build on existing contracts and address gaps (**up to \$10.0 million FY25/26**) Agree/Disagree
3. **Provide feedback on** the proposed indicative location split of the (up to) 300 additional social housing places and funding for additional location specific services that build on existing contracts and address gaps Yes/No
4. **Agree** that HUD works with CHPs, service providers and local stakeholders to further develop the proposed solutions and implement proposed actions Agree/Disagree
5. **Note** options to fund actions in rec. 1 and 2 include seeking new funding or reprioritisation. Noted
6. **Provide feedback on** preferred approach to funding actions in FY25/26 and over forecast period. Yes/No

*Prioritisation of unhused Housing First households into the social housing places*

7. **Note** the proposed place-based operational process for prioritising the additional social housing places to those households unhused in Housing First Noted
8. **Agree** that HUD and MSD engage with targeted providers to further develop and implement the social housing places prioritisation approach Agree/Disagree

*Actions focused on getting the most from existing programmes, supports and housing*

9. **Note** we are progressing the already agreed actions which have no fiscal implications; these are: Noted



- a. Expanded guidance for MSD staff on the use of their discretion in assessing Emergency Housing Grants (EHGs)
- b. Optimising Transitional Housing (TH) by aiming to increase occupancy and reduce turn-around time

10. **Note** that MSD can redirect a benefit to a landlord or an accommodation provider with or without the consent of the beneficiary under current legislative settings, if there is good cause to do so

*Noted*

11. **Note** that MSD will implement a short-term action to prevent homelessness which involves strengthening operational guidance and communications to frontline staff to make it clearer that:

*Noted*

- a. MSD can redirect a benefit for accommodation payments with or without the beneficiary's consent if there is good cause
- b. MSD can use its discretion to redirect a benefit for beneficiaries who are rough sleepers once they have been placed into accommodation to encourage prospective landlords or an accommodation provider to accommodate these people

*Cabinet Paper*

12. **Provide feedback on** the attached draft Cabinet paper for your consideration and comment

Yes/No

Hon Chris Bishop  
**Minister of Housing**  
..... / ..... / .....

Hon Louise Upston  
**Minister for Social Development and Employment**  
..... / ..... / .....

Hon Tama Potaka  
**Associate Minister of Housing**  
..... / ..... / .....



**Te Tūāpapa Kura Kāinga**  
Ministry of Housing and Urban Development



**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIAKO ORA

A handwritten signature in blue ink that appears to read 'Steele'.

Jeremy Steele  
**General Manager, HUD, Housing  
Supports and Supply**  
1 / 8 / 25

A handwritten signature in blue ink that appears to read 'Julia Bergman'.

Julia Bergman  
**General Manager Housing, Employment and  
Labour Market Policy, MSD**  
14 / 8 / 25

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## Purpose

1. To provide further detail on and seek decisions on short-term actions to address homelessness. A draft cabinet paper that would seek agreement to government actions is also attached for your feedback.

## Executive Summary

2. The Ministry of Housing and Urban Development (HUD) and the Ministry of Social Development (MSD) provided you with initial advice on 1 August 2025 [HUD2025-007568, REP/25/7/576 refers] on options that would make a difference in the short-term for people who are living without shelter. You asked for additional detail on key actions and requested a draft Cabinet paper seeking agreement to Government actions to address homelessness.
3. We propose bringing on up to 300 additional social housing (SH) places (at a cost of \$7.0 million FY25/26 and ongoing funding of \$10.8 - \$11.8 million per annum) which will aim to match the right typology (largely one bedroom) in the right place for unhoused Housing First households.
4. We also propose making up to \$10.0 million in FY25/26 available to fund location-specific responses that are developed with providers already working with those living without shelter. These would be outcomes focused, build on existing contracts and address gaps. However, they could include components of out of hours access, triage, outreach and short-term accommodation. Location specific overviews of each of the priority locations is included in Annex A.
5. We are also seeking feedback on your preferred approach to funding the additional SH places and place-based responses (\$17.0 million in FY25/26) and SH places from FY26/27 (\$10.8-\$11.8 million p/a). We have not assumed any outyear costs for place-based responses at this point. We have identified options to fund FY25/26 costs via reprioritisation, but further work would be needed to meet costs in outyears.
6. Officials will work with CHPs, service providers and local stakeholders to further develop the proposed solutions and implement proposed actions.

## Context

7. You received advice on 1 August 2025 [HUD2025-007568, REP/25/7/576 refers] on actions that would make a difference in the short-term for people who are living without shelter. Following discussion with Ministers you agreed that actions focus on:
  - a. our four priority urban areas: Auckland, Wellington, Hamilton and Christchurch, and
  - b. people living without shelter, including rough sleepers and those living in cars.
8. You asked for further advice (which is covered in this paper) on:



- a. delivering up to 300 additional SH places in the short-term via CHPs leasing from private landlords (places for those in Housing First but not housed)
- b. how prioritisation of those households into the additional SH places could occur
- c. what is required in each location on top of SH places to address current gaps and issues
- d. advice on rental payments redirects from a benefit at source
- e. further advice on the funding available for this programme of work and immediate and ongoing fiscal implications, and
- f. next steps.

9. We are progressing the already agreed actions which have no fiscal implications:

- a. expanded guidance for MSD staff on the use of their discretion in assessing EHG, and
- b. optimising TH by aiming to increase occupancy and reduce turn-around time.

10. We have identified two areas where MSD will provide expanded guidance for MSD staff on the use of discretion in assessing emergency housing grants. The first area involves expanding guidance around the use of exceptional circumstances, when considering income and cash asset limits as part of the means test for emergency housing grants. The second area involves strengthening guidance for approving EHG for short-term stays.

11. You have also requested a draft cabinet paper which is attached as Annex B.

### **Those living without shelter are a complex cohort and multiple solutions will be needed to support them**

- 12. People living without shelter is the smallest category of homelessness, however the characteristics and needs within the group can be diverse. People living without shelter will range from those experiencing chronic homelessness to people who are newly living on the streets or temporarily in cars.
- 13. The types and level of need will also vary within this group and can present in different ways. Providers report people living without shelter often experience complex and overlapping challenges, including mental health issues, substance use, and trauma. These individuals typically require intensive, wraparound support rather than standard housing interventions.
- 14. Based on estimates collected for the June Homelessness Insights Report, the number of people living without shelter in 2025 is at least: 800 in Auckland, 270 in Christchurch City, and 140 in Wellington City.

15. Providers, CHPs and Kāinga Ora – Homes and Communities have indicated that there are two key factors that can limit the placement of those living without shelter into SH. Accessing the right typology and the potential risks associated with placing a high needs individual who may have been living on the streets for an extended period. These risks are further compounded where multiple people with high needs are living in proximity. We have heard from providers that unless these people are provided with ongoing support there may be hesitation to place them.

### **We propose focusing additional housing supply for people living without shelter but who are already engaged with supports via Housing First**

16. The Housing First programme is directly targeted to support people who have been experiencing chronic homelessness, including those living without shelter, for extended periods who have high and often complex support needs. Housing First clients receive support through the programme while efforts are made to secure appropriate housing (through SH Income Related Rent Subsidy places) and continues after a person is housed for as long as needed.

17. Based on information from providers, there are around 700 Housing First households waiting to be housed across the four priority areas. Of these households approximately 58% are male, 42% are aged 25-39 years, 51% are Māori, 21% are Pasifika and 19% are European. Housing First data is designed to provide a national overview and has some limitations, as outlined in Annex A.

18. Of those around 700 Housing First households there are approximately 525 in Auckland, 60 in Hamilton, 75 in Wellington, and 85 in Christchurch. Māori consistently make up the majority in all regions ranging from approximately 72% in Hamilton to 46% in Auckland.

19. We propose additional housing supply is focused on this cohort as:

- they will already be receiving supports through a Housing First provider that can continue as long as necessary, and
- they are likely to have been living without shelter for extended periods and often have complex needs (effective way of targeting).

### **Delivering up to 300 additional social housing places through community housing providers leasing from the private market**

20. We propose bringing on up to 300 additional SH places (at a cost of \$7.0 million in FY25/26) that are the right typology in the right place for unhoused Housing First households. As outlined in our earlier advice, allowing CHPs to lease properties from the private market will allow additional SH places to be made available in the short-term [HUD2025-007568, REP/25/7/576 refers].

21. Table 1 below outlines the proposed split of the additional SH between four key locations informed by number of unhoused Housing First clients. We have also



completed an initial assessment of the potential impact on local rental market and consideration of Housing First provider or CHPs abilities to secure additional supply from the private market in the short term (however this will need to be tested directly with CHPs and Housing First providers).

22. The figures in Table 1 are based on provider reporting and further work will be required to determine the exact numbers of households we will support.
23. Our initial assessment of each location is that the use of redirects is unlikely to impact the rental market significantly or on the stock available for private renters. However, we will monitor the markets and provide advice if intervention is needed.
24. <sup>s9(2)(j)</sup> 

**Table 1: proposed split of SH places by priority location**

	AUCKLAND	HAMILTON	WELLINGTON	CHRISTCHURCH
Unhoused Housing First households as reported by providers	525	61	74	84
Approximate proportion of unhoused households across the priority locations	71%	8%	10%	11%
Proposed approximate split of (up to) 300 redirect places	approx. 200 places (~71%)	approx. 30 places (~8%)	approx. 30 places (~10%)	approx. 40 places (~11%)
Proposed approximate split of \$7m funding for FY25/26	approx. \$5.0M	approx. \$0.5M	approx. \$0.7M	approx. \$0.8M

25. As discussed with the Minister of Housing, these (up to) 300 places are in addition to SH places funded in recent Budgets (1500 in Budget 2024 and 550 in Budget 2025) which are due to be delivered over in the next 18 months to two years.<sup>1</sup>
26. The approach to housing needs analysis and allocation, as set out in the housing investment strategy, will enable a much greater targeting of investment to need, as intended with the establishment of the Flexible Fund through Budget 2025.

We will do this by leveraging existing contracts and CHP partnerships

27. We will work with established providers and leverage existing contractual arrangements to amend service agreements. This will include establishing clear parameters to ensure the housing secured is appropriate for Housing First households, e.g. prioritising one-bedroom units where possible and consideration of

<sup>1</sup> We provided you with an update of SH delivery on 14 August 2025 [HUD2025-007657 refers].



the concentration of high and complex needs households, particularly in medium - high density housing.<sup>2</sup>

28. Based on this, HUD estimates that necessary changes to existing agreements will take approximately 2-4 weeks. We will work with providers to understand how quickly following these changes, they will be able to source the new SH places following these changes.

29.

s9(2)(j)



We have refined the estimated cost of these additional social housing places

30. The estimated cost for additional SH ranges between \$28,300 to \$37,200 per place per annum depending on the region. We expect to redirect (up to) 300 new SH places from the private market which would cost \$7.0 million in the first year (FY25/26) and between \$10.8 – 11.8 million per annum thereafter.
31. As highlighted in our earlier advice, funding additional SH places potentially creates an ongoing cost pressure and therefore will require additional funding in outyears.
32. Costs are based on Income Related Rent Subsidy (IRRS) for the lease and the Tenancy and Property Management Overhead (TPMO), which CHPs receive for Housing First places. The TPMO funding covers a range of expenses and funds, including tenancy managers, housing locators, minor meth remediation and repairs and maintenance, damages and bad debt funds.

A targeted approach to prioritisation of unhoused Housing First households into these additional social housing places will be necessary

33. We previously explored an option to implement a fast-track for unhoused Housing First households, however, we did not recommend progressing this as part of the package of short-term initiatives [HUD2025-007568, REP/25/7/576 refers].
34. To ensure the additional places go to the unhoused Housing First group, we recommend targeted operational changes at a local level. Prioritisation of households will require a place-based response, working within existing processes between Housing First providers and partner CHPs, HUD and MSD. Elements of a place-based prioritisation approach are likely to include:
  - a. **ensuring Housing Register information is up to date and accurate** – to be eligible for placement into SH, Housing First households must be on the Housing Register. Initial data indicates that a proportion of Housing First

<sup>2</sup> Kāinga Ora – Homes and Communities has indicated that the lack of right housing typologies and unsafe concentrations of high and complex-need applicants within medium - high density housing create barriers to housing this cohort.



households are not on the Register currently. This can be due to several reasons and further exploration is required to understand what is driving the lack of representation on the Housing Register. HUD and MSD will work closely with Housing First providers on this which will inform the approach to prioritisation and what supports could be put in place

- b. **manual referral process for Housing First providers and associated community housing providers** – current operational practice allows for referral, matching and placement with CHPs to be a manual process in exceptional circumstances. To streamline referrals for this cohort, as new CHP-leased places become available, Housing First providers and partner CHPs could be given discretion to work together (with MSD) on placements of Housing First households waiting to be housed into suitable properties.
- c. **locally led coordination of assessment, matching and placement** – local coordination will be critical. Housing First providers, their partner CHPs, and local MSD contacts will need to collaborate closely to ensure this prioritisation approach is managed effectively and ensure client privacy is considered.

35. Key steps in developing and implementing this prioritisation approach include targeted engagement with providers to build a more detailed understanding of Housing First households waiting to be housed and to gauge provider capacity and interest, and close collaboration between HUD and MSD delivery teams to ensure implementation is coordinated well.

36. It should be noted that Housing First households are also housed in Kāinga Ora SH places. The existing prioritisation process for Kāinga Ora properties is expected to continue alongside the targeted approach for the specific CHP SH places brought on. We will work with Kāinga Ora – Homes and Communities to explore what can be done in priority locations in the short term to assist in placement into new and existing SH of people currently living without shelter.

### **We also propose that location specific responses are developed with providers already working with those living without shelter**

37. We also propose that up to \$10.0 million in FY25/26 is made available to support location-specific responses are developed with providers already working with those living without shelter. These would be outcomes focused, build on existing contracts and address gaps identified by stakeholders. These actions would be focused more broadly than the up to 300 additional SH places.

38. They will focus on those living without shelter or at imminent risk of living without shelter (irrespective of whether they are engaged with Housing First). This could include a wide range of groups from people currently living rough in CBDs through to people temporarily living without shelter due to a life shock.

39. We do not want to create additional programmes at a time when are working to make the system simpler. Location specific responses will need to build on existing



services to address gaps including by potentially scaling up, or better targeting approaches that are already working. This could include additional transitional housing to support people with high and complex support needs who may otherwise end up or remain rough sleeping; out of hours access to support, which could include triage and assessment processes; and connected outreach services.

40. We have undertaken a place-based analysis of the four priority areas to provide an indication of what might be required in each location. Table 2 below shows the level of severe housing deprivation by priority area, together with provider insights on potential gaps in existing services.
41. We have considered the level of severe housing deprivation to inform a potential allocation of this \$10.0 million. Based on Census 2023 data, an indicative split across the four regions would allocate \$7.0 million for Auckland and \$1.0 million each for Hamilton, Wellington and Christchurch. However, as the situation has changed since the census, this will be refined further with providers should you agree to this work.

**Table 2: proposed further initiatives to reduce homelessness by priority location**

	AUCKLAND	HAMILTON	WELLINGTON	CHRISTCHURCH
Census 2023 estimate of the number living without shelter	747	33	87	171
Examples of established providers with capacity for standing up additional services	s9(2)(j)			
Proposed location specific responses for meeting wider needs				

42. Subject to your agreement, HUD will look to engage with providers in each priority location to further develop these local approaches. Following these conversations, we can provide further advice on implementation, including timelines.

### **We have done further work to understand costs and outyear implications**

43. If you agree the proposed costs of 300 additional SH places (\$7.0 million in FY25/26, pro-rated from a full-year cost of \$10.5 million due to phasing of delivery) and funding



for place-based responses (up to \$10.0 million) in the four locations would be \$17.0 million for FY25/26 year.

44. Ongoing funding for the SH beyond FY25/26 of \$10.8 - \$11.8 million per annum (including 3% CPI increase) will be required to meet the cost of the additional 300 SH places. We have not assumed any outyear costs for place-based responses at this point.

**Table 3: Total funding required across the forecast period**

FY25/26	FY26/27	FY27/28	FY28/29	FY29/30	TOTAL
\$17.0M	\$10.8M	\$11.1M	\$11.5M	\$11.8M	\$62.2M

45. There is a choice around whether you look to fund these costs for one year or over the forecast period. At a minimum you will need seek immediate decisions via Cabinet on meeting costs for FY25/26. This would create a funding cliff or added cost pressure but could be pragmatic solution that would allow immediate action while a permanent funding solution is worked through.

### Options for funding FY25/26 cost

46. There are two options available to meet the proposed costs associated with the short-term actions:

- seek new funding** – this will require Cabinet approval to draw funding from the Between Budget Contingency, noting that this will have a high approval threshold
- fund FY25/26 via reprioritisation of underspends** - HUD has revised down identified potential one-off savings from \$22.0 million to \$19.3 million in 25/26 year but could cover costs in first year and part of the second year, due to phasing of delivery.

### Options for funding ongoing cost

47. There are also several options on how the costs are funded over the forecast period:

- seek new funding** – through Budget 26.
- defer reprioritisation decision until Budget 2026** advice (HUD recommended option): the ongoing cost could be incorporated into other cost pressures under consideration for Budget 26, with further discussion scheduled for the officials meeting on 18 August 2025.
- reprioritise now** to meet full ongoing costs of SH places (refer below).

48. Reprioritising now would reduce your flexibility to meet other cost pressures and new spending through Budget 26. <sup>89(2)(f)(iv)</sup>



s9(2)(f)(iv)

A transfer of

funding between appropriations would require Joint Ministers' approval.

## **MSD can redirect benefits to pay for accommodation costs with or without the consent of the beneficiary**

49. MSD has confirmed it can redirect a person's benefit for accommodation costs with or without the consent of the beneficiary, if there is good cause to do so, under current legislative settings. This includes assisting those currently homeless (such as rough sleepers) who are entering accommodation to encourage prospective landlords or accommodation providers to accommodate these people.
50. In the situation where MSD redirects a benefit without the beneficiary's consent, and the beneficiary has requested MSD to stop the redirection of benefit, MSD can continue to redirect the benefit without the beneficiary's consent if there continues to be good cause. <sup>s9(2)(g)(i)</sup>
51. MSD recommends strengthening operational guidance and communications to frontline staff to make it clearer that MSD can redirect a benefit for people at-risk of experiencing homelessness, and for those already homeless and entering accommodation, including without the consent of the beneficiary.

## **As initiatives are progressed, a suitable framework for evaluating impact will be developed within acknowledged limitations**

52. We will use existing monitoring and reporting to provide information on the outputs and outcomes of these initiatives where possible. We will identify if there are critical gaps where further impact evaluation is required and consider how best to address these in a scale appropriate to these -short-term actions.
53. The Homelessness Insights Report will continue to be used to monitor changes in homelessness at a population and local level every 6 months. In the short term it may not be possible to identify any shifts directly resulting from the implementation of these short-term actions in the data for this report, though we do expect to gather some anecdotal insights through our provider sector engagement.
54. It will be challenging to measure the individual impact of these initiatives at a population level. Outcomes will reflect the combined effect of multiple interventions, as well as the overlapping and complex nature of the drivers of homelessness, making attribution difficult.

55. We are continuing to work with providers, local authorities and other agencies on improving data that helps us to understand any changes in homelessness. In the longer term, we are working with Stats NZ on how homelessness will continue to be measured given the changes to the census collection model.

## Next steps

56. HUD and MSD will begin developing and implementing options that involve internal operational improvements immediately and will report back to Ministers on progress via weekly reports and Monthly Housing Reports.

57. HUD will (subject to agreement):

- a. complete further work on anticipated impact of initiatives as well as provide further advice on a suitable method of monitoring and reporting on the programme of work using existing reporting as far as possible.
- b. begin progression of amendments to service agreements with select Housing First providers and CHPs to enable the delivery of up to 300 additional 300 SH places,
- c. work with Housing First providers to refine our understanding of those households in service who are reported as unhoused, including more detail on numbers and current living situation and
- d. engage with select providers in the four priority locations to understand what a locally focused response looks like in each location.

58. MSD will commence work to strengthen operational guidance on its use of discretion when assessing eligibility for EHG, and redirection of benefits for beneficiaries at-risk of experiencing homelessness and who are already homeless and are entering accommodation. MSD will report on progress via the Monthly Housing Updates to Housing Ministers.

59. Following your feedback, we will provide you with an updated draft Cabinet paper by 21 August to enable lodgement by 28 August for Cabinet consideration on 1 September.

## Risks

60. The external evaluation of Housing First found that there are insufficient Māori providers to meet need. Any initiatives focusing on Housing First providers may be limited in their impact on Māori. Engaging with Māori providers in any additional actions could help to manage this risk.

## Annexes

Annex A: Location specific overview of need and proposed response

Annex B: Draft Cabinet paper



## Annex A: Location specific overview

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## Auckland<sup>1</sup>: Location specific overview

Needs Analysis		Capacity to deliver additional support services and housing places
<b>Housing First households waiting to be housed as reported by providers</b>	<p><b>525</b></p> <p>Auckland's proportion of households waiting to be housed across four priority areas: 71%</p> <p>The majority of the primary applicants are aged between 25 and 54 years old, and 44% identified as female. The ethnicity of the primary applicants is 46% Māori, 27% Pasifika, 16% European and &lt;1% Other.</p>	<p><b>Rental market capacity/ impact analysis</b></p> <p>With the high number of rentals currently listed, approaching a number for redirects would be unlikely to impact the rental market significantly; however, a key consideration will be finding the right typologies (i.e. low density where required). Auckland has 2,842 studio, 1-bedroom, and 2-bedroom listings currently on Trade Me. Overall rental vacancy rate is 3.8% Annual GeoMean Weekly Rent 1-Bdr (\$457), 2-Bdr (\$587)</p>
<b>Broader Homelessness Insights<sup>2</sup></b>	<p>Figures from Auckland Council's latest quarterly update shows that as at the end of May 2025, the 6 providers with outreach services were working with 809 unsheltered clients<sup>3</sup> who were sleeping in cars, streets and local parks, up from 653 in January this year, and 426 in September 2024.</p> <p>Census 2023 estimate of number living without shelter: 747</p> <p>Proportion of households living without shelter across the four priority areas (based on Census 2023): 72%</p>	<p><b>Provider capacity to deliver additional services</b></p> <p>Four of the five HF providers in Auckland are also CHPs, meaning HUD can leverage existing contracting arrangements to deliver additional social housing places. s9(2)(j)</p>
Services in Place to support households with high housing needs		Proposed targeted responses Costs
<p><b>Housing First:</b> 2,044 households engaged. There are five Housing First providers in Auckland City (including one Māori provider).</p> <p><b>Rapid Rehousing:</b> 681 households engaged.</p> <p><b>Transitional Housing:</b> 2,678 places contracted.</p> <p><b>Outreach and out of hours services:</b> All five HF providers provide HUD-funded Outreach services (Auckland City Mission, Lifewise, LinkPeople, Visionwest and Kāhui Tū Kaha). Kāhui Tū Kaha provide a HUD-funded 24/7 Emergency Housing service.</p>		<p><b>Proposed split of (up to) 300 SH places</b> <b>Approx. 200 places (~71%)</b> these places will be prioritised to those living without shelter who are already engaged with HF. <b>Approx. \$5.0m for FY25/26</b></p> <p><b>Proposed location specific responses</b> s9(2)(j) <b>Approx. \$7.0m for FY25/26</b></p>

<sup>1</sup> Data as at 30 June 2025 unless stated.

<sup>2</sup> The most robust estimate we have of those living without shelter is the 2023 Census estimate of 4,965. Indications are that this has increased. While it is not possible to quantify the exact size of the increase, it appears to be greater than our 3 percent population growth.

<sup>3</sup> Auckland Council's providers note that their numbers are under-reported as many homeless people are in cars, transient or hidden from sight.

## Hamilton4: Location specific overview

Needs Analysis		Capacity to deliver additional services and housing places	
Housing First households waiting to be housed as reported by providers	<p><b>61</b></p> <p>Hamilton's proportion of households waiting to be housed across four priority areas: 8%</p> <p>The majority of the primary applicants are aged between 25 and 54 years old, and 31% identified as female. The ethnicity of the primary applicants is 72% Māori, &lt;1% Pasifika, 26% European and &lt;1% Other Ethnicity.</p>	<b>Rental market capacity/ impact analysis</b>	<p>Whilst the rental vacancy rate is lower than Auckland at 2.4%, we do not think leasing from the market will have a significant influence on the wider market.</p> <p>Hamilton has 253 studio/1/2-bedroom listings currently on Trade Me.</p> <p>Overall rental vacancy rate is 2.4%</p> <p>Annual GeoMean Weekly Rent 1-Bdr (\$356) 2-Bdr (\$513)</p> <p><small>s9(2)(j)</small></p>
Broader Homelessness Insights	<p>Census 2023 estimate of number living without shelter: 33</p> <p>Proportion of households living without shelter across the four priority areas (based on Census 2023): 3%</p>	<b>Provider capacity to deliver additional services</b>	
Services in Place to support households with high housing needs		Proposed targeted responses	
<p><b>Housing First:</b> 193 households engaged. There is one Housing First provider in Hamilton.</p> <p><b>Rapid Rehousing:</b> 98 households engaged.</p> <p><b>Transitional Housing:</b> 572 places contracted.</p> <p><b>Outreach and out of hours services:</b> Mental Health Solutions (part of the Wise Group, alongside The People's Project) provides HUD-funded Outreach.</p>		<p><b>Proposed split of (up to) 300</b></p> <p>Approx. 30 places (~8%) these places will be prioritised to those living without shelter who are already engaged with HF</p> <p><small>s9(2)(j)</small></p>	Approx. \$0.5m for FY25/26
		<b>Proposed location specific responses</b>	Approx. \$1.0m for FY25/26

<sup>4</sup> Data as at 30 June 2025 unless stated

## Wellington<sup>5</sup>: location specific overview

Needs Analysis		Capacity to deliver additional services and housing places	
Housing First households waiting to be housed as reported by providers	<p><b>74</b></p> <p>Wellington's proportion of households waiting to be housed across Four Priority Areas: 10%</p> <p>The majority of the primary applicants are aged between 25 and 54 years old, and 46% identified as female. The ethnicity of the primary applicants is 62% Māori, 12% Pasifika, 16% European and &lt;1% Other Ethnicity.</p>	Rental market capacity/ impact analysis	Wellington has one of the highest number of rentals available at 6% so taking stock for redirects would have no impact on the overall market.
Broader Homelessness Insights	<p>Downtown Community Ministry (DCM) recorded 328 people as homeless over January to March 2025, a five percent increase on a year prior (312 people). Of these, 141 people were recorded as rough sleeping, a 24 percent increase on a year prior (114 people).</p> <p>Porirua City Council initiated quarterly Point in Time Audit for rough sleepers from June 2024, with four audits conducted up to March 2025. These audits have reported 7, 11, 13, and 18 rough sleepers, respectively<sup>6</sup>.</p> <p>Census 2023 estimate of number living without shelter: 87</p> <p>Proportion of households living without shelter across the four priority areas (based on Census 2023): 8%</p>	Provider capacity to deliver additional services	<p>Wellington City has 899 studio/1/2-bedroom listings on Trade Me. Overall rental vacancy rate is 6.0% Annual GeoMean Weekly Rent 1-Bdr (\$449) 2-Bdr (\$607).</p> <p>s9(2)(j)</p>
Services in Place to support households with high housing needs		Proposed targeted responses	Costs
<p><b>Housing First:</b> 341 households engaged. There are two Housing First providers in Wellington, one who is a Māori provider.</p> <p><b>Rapid Rehousing:</b> No service contracted in Wellington.</p> <p><b>Transitional Housing:</b> 626 places contracted.</p> <p><b>Outreach and out of hours services:</b> Te Rūnanga o Toa Rangatira Inc and Tākiri Mai te Ata deliver Outreach services in Porirua and Lower Hutt respectively. There are no HUD-funded Outreach services being delivered in Wellington City. DCM's outreach (Wellington city) is funded by Wellington City Council.</p> <p>Wellington City Mission (WCM) runs a Crisis Recovery Café and also a facility for people with chronic alcoholism where clients receive 24/7 support.</p>		<p><b>Proposed split of (up to) 300</b></p> <p>Approx. 30 places (~10%) these places will be prioritised to those living without shelter who are already engaged with HF</p> <p>s9(2)(j)</p>	<p>Approx. \$0.7m for FY25/26</p> <p>Approx. \$1.0m for FY25/26</p>

<sup>5</sup> Data as at 30 June 2025 unless stated

<sup>6</sup> From Homelessness Insights, June 2025 (section 'Figures from around the country')

## Christchurch<sup>7</sup>: Location specific overview

Needs Analysis		Capacity to deliver additional services and housing places	
Housing First households waiting to be housed as reported by providers	<p><b>84</b></p> <p>Christchurch's proportion of households waiting to be housed across four priority areas: 11%</p> <p>The majority of the primary applicants are aged between 25 and 54 years old, and 36% identified as female. The ethnicity of the primary applicants is 56% Māori, 5% Pasifika, 33% European and &lt;1% Other Ethnicity.</p>	Rental market capacity/ impact analysis	<p>We do not think leasing from the market will have a significant influence on the wider market. Overall rental vacancy rate is 4.2%.</p> <p>Christchurch City has 588 studio/1/2-bedroom listings currently on Trade Me.</p> <p>Annual GeoMean Weekly Rent 1-Bdr (\$332) Annual GeoMean Weekly Rent 2-Bdr (\$494).</p>
Broader Homelessness Insights	<p>Christchurch City Mission – outreach workers engaged with 270 new clients in the 6 months to the end of March 2025, up from 156 in the prior 6 months<sup>8</sup>.</p> <p>Census 2023 estimate of number living without shelter: 171</p> <p>Proportion of households living without shelter across the four priority areas (based on Census 2023): 17%</p>	Provider capacity to deliver additional services	<sup>s9(2)(j)</sup> 
Services in Place to support households with high housing needs		Proposed targeted responses	
<p><b>Housing First:</b> There are 322 households engaged. There is one Housing First provider in Christchurch and no Māori providers.</p> <p><b>Rapid Rehousing:</b> There are no households in Rapid Rehousing.</p> <p><b>Transitional Housing:</b> 475 places contracted.</p> <p><b>Outreach and out of hours services:</b> Christchurch City Mission run an Outreach service (not funded by HUD) and a walk-up emergency housing service available from 5pm 365 days a year (also not funded by HUD). HUD does not fund any outreach services in Christchurch.</p>		<p><b>Proposed split of (up to) 300</b></p> <p>Approx. 40 places (~11%) these places will be prioritised to those living without shelter who are already engaged with HF.</p> <p><b>Proposed location specific responses</b></p> <p><sup>s9(2)(j)</sup> </p>	
		Costs	
		<p>Approx. \$0.8m for FY25/26</p> <p>Approx. \$1.0m for FY25/26</p>	

<sup>7</sup> Data as at 30 June 2025 unless stated

<sup>8</sup> From Homelessness Insights, June 2025 (section 'Figures from around the country')

**Data notes:**

Figures from Housing First reporting are subject to regular revision as the latest data from providers become available. Figures provided in this document are accurate as of the end of June 2025. Please note that Support Service Programmes Reporting, including Housing First and Rapid Rehousing, is designed to provide an overview of the programme nationally, rather than to be used for operational purposes at the regional or provider levels.

Demographic information from Housing First is for those identified as primary applicants.

GeoMean Rent is calculated from bonds lodged in twelve months to 1 June 2025.

Trade Me rental data was captured directly from Trademe.co.nz on 12<sup>th</sup> June 2025.

Vacancy rate is calculated by dividing the number of bonds lodged by the number of rental listings as an indicator of vacant versus tenanted, noting that a property might be both tenanted and listed for rent, if one party has issued notice to terminate, but is still in possession.



## Annex B: Draft Cabinet Paper

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Office of the Minister of Housing

Office of the Minister for Social Development and Employment

Office of the Associate Minister of Housing

Cabinet

## **Actions to address increases in people living without shelter**

### **Proposal**

- 1 This paper seeks agreement to government actions to address homelessness in the short-term with a focus on those living without shelter in the main urban centres.

### **Relation to government priorities**

- 2 The proposals in this paper relate to improving value for money in public spending, delivering better social housing, and maintaining our reduction in the use of emergency housing.

### **Executive Summary**

- 3 Homelessness is a problem New Zealand has grappled with for a long time. It is a symptom of a dysfunctional housing market and is exacerbated during challenging economic times. Significant progress has been made in reducing the use of emergency housing and Government Target 8 has been achieved. However, there continues to be a large (and growing) number of people living without shelter, including those sleeping rough. Two of the biggest issues raised around housing those living without shelter is access to the right housing and the need for supports.
- 4 We are seeking your agreement to a series of actions to address homelessness that will have an impact in the short term. These actions will focus on people living without shelter (including rough sleepers or people sleeping in cars) in main centres, particularly Auckland, Hamilton, Wellington and Christchurch. Longer term is also underway including the reset of housing and support programmes, <sup>ss9(2)(f)(iv)</sup> and the Going for Housing Growth programme.
- 5 We propose bringing on an additional (up to) 300 social housing places (at a cost of 7 million in FY25/26 and of \$10.8-11.8 million beyond FY25/26) that are the right typology (largely one bedroom) in the right place for Housing First households who are living without shelter. The quickest way to do this and secure the right housing is funding community housing providers (CHPs) who work with Housing First providers to lease appropriate properties from the private market.
- 6 We are also proposing that location specific responses are developed with providers already working with those living without shelter in the four main centres. These would be outcomes focused and will build on existing contracts to address gaps (up to \$10 million in FY25/26).

7 We propose funding these actions by [Proposed approach to funding additional actions to be added following discussion with Ministers].

8 We have also directed officials to progress actions focused on getting the most from existing services, programmes, supports and housing by:

- 8.1 better utilizing the over 6000 transitional housing places already available;
- 8.2 improving access to social housing for Housing First households waiting to be housed (so these people can be housed quicker);
- 8.3 expanded guidance for MSD staff on the use of their discretion in assessing Emergency Housing Grants (EHGs); and
- 8.4 redirecting benefits to pay accommodation costs for people experiencing homeless moving into accommodation (MSD).

9 Officials will work CHPs, service providers, and local stakeholders to implement proposed actions.

## Background

10 In July 2024, Cabinet committee agreed to reset the way the Government invests in housing and urban development from first principles, based on a clear view about the Government's role in housing [Cabinet committee reference]. In xx 2025, Cabinet committee agreed that the Government has four key roles in the housing system [Cabinet committee reference]. The second of those roles is delivering better housing supports to those who need it.

11 Work to date on delivering better housing supports to those who need it has focused on:

- 11.1 establishing a new approach to investment in housing and providing additional funding through Budget 25 into a flexible fund (recent Cab decisions);
- 11.2 delivering additional social housing places; and
- 11.3 the Kāinga Ora turnaround plan.

12 Government invests over \$550m in responding to or preventing homeless and has made significant progress in reducing the use of emergency housing and Government Target 8 has been achieved. However, there continues to be a large (and growing) number of people living without shelter, including those sleeping rough.

13 This paper sets out discrete short-term actions we intend to take to address homelessness, particularly for those living without shelter (including people who are rough sleeping). These actions are intended as an immediate response as work on the broader system is completed. In the medium-term actions are being progressed through the reset of housing and support programmes (Reset) §9(2)(f)(iv)

14 Longer term, the Government’s focus is on fixing the fundamentals of New Zealand’s housing market through the Going for Housing Growth programme. Although this will take time to achieve impact, this programme seeks to shift the housing system to improve housing outcomes for all New Zealanders, including those who are homeless

**Homelessness is a growing issue...**

15 Collated information from councils and providers around the country indicates an increase in the number of people living without shelter.<sup>1</sup> This includes situations such as people living on the street and in improvised dwellings (e.g. living in a garage, a shack, or a car).

16 The most robust estimate we have of those living without shelter is the 2023 Census estimate of 4,965. Indications are that this has increased. While it is not possible to quantify the exact size of the increase, it appears to be greater than our 3 percent population growth. Based on estimates collected for the June Homelessness Insights Report, the number of people living without shelter in 2025 is at least: 800 in Auckland, 270 in Christchurch City, and 140 in Wellington City.

17 It is also not possible to determine the extent to which this change is attributable to Government policy or more broadly is a reflection of existing trends and broader economic and social conditions. Stakeholders have pointed to a range of potential contributing factors, including:

- 17.1 elevated level of demand for housing in emergency circumstances;
- 17.2 lack of affordable housing;
- 17.3 fewer housing options for single people;
- 17.4 delays and challenges in being prioritised for those who have recently exited prison settings; and
- 17.5 government policy and operating practices to tighten the emergency housing gateway.

18 People living without shelter is the smallest category of homelessness. However, the characteristics and needs within the group can be diverse. People living without shelter will range from those experiencing chronic homelessness to people who are newly living on the streets or temporarily in cars. The types and level of need will also vary within this group and can present in different ways. Providers report people living without shelter often experience complex and overlapping challenges, including mental health issues, substance use, and trauma. These individuals typically require intensive, wraparound support rather than standard housing interventions.

<sup>1</sup> June 2025 Homelessness Insights Report produced by the Ministry of Housing and Urban Development – Te Tūāpapa Kura Kainga.

**Homelessness is complex and there are no easy answers, but we're determined to take meaningful action ...**

- 19 Homelessness is complex and there are no easy answers. However, we are determined to take meaningful action to address the growing levels of the most severe forms of homelessness. In light of this we asked officials for advice on further targeted interventions to provide help and support to those living without shelter, including rough sleepers. We asked for recommendations around better utilisation of existing programmes and existing services, and new ideas that will make an enduring difference
- 20 We have now considered that advice and this paper outlines our recommended short-term (3-6 months) package of actions to address homelessness.
- 21 We propose that further efforts to address homelessness in the short-term are targeted on those living without shelter. This includes those who are sleeping on the streets or in cars (who have experienced a recent life shock or those who have been without shelter for an extended period). This is the sharp end of homelessness and where there is greatest potential to reduce harm and wider costs to society.
- 22 We recommend largely focusing short-term efforts on major urban centres, specifically Auckland, Hamilton, Wellington, and Christchurch. This is due to a combination of factors, including demand and need in place, provider capacity and capability, as well as local supply opportunities.
- 23 We acknowledge the interventions we are proposing will address some but not all of the housing needs for people who are living without shelter, even in the four priority areas. Wider opportunities will be considered through longer term work.

**We propose quickly bringing on an additional (up to) 300 social housing places of the right typology and in right places via CHPs leasing**

- 24 Two of the biggest issues raised by providers that can limit access to appropriate housing for those living without shelter are access to the right housing and the need for ongoing support in many instances. We have heard from providers that unless these people are provided with ongoing support there may be hesitance from housing providers to place them. Potential risks associated with placing people with high and often complex support needs are compounded where multiple people with similar levels of high support need are living in close proximity.
- 25 The Housing First programme directly responds to the need for ongoing support. Housing First is targeted to supporting people who have been experiencing chronic homelessness including those living without shelter for extended periods, who have high and complex support needs.
- 26 Households in the Housing First programme (predominantly single-person households) receive support while efforts are made to secure appropriate stable housing and support continues after that for as long as it is needed. Domestic and international research has demonstrated the impact of the programme post-housing in achieving wider social and health outcomes and reducing costs across social, health and justice systems is high.

27 As the name suggests, the first principle of Housing First is access to stable housing as quickly as possible. However, based on reporting from providers there are around 700 households in the Housing First programme across the four priority locations for short term actions who are waiting to be housed as at 30 June 2025 (Auckland (~525), Hamilton (~60), Wellington (~75), and Christchurch (~85)).

28 Around three in ten Housing First households waiting to be housed have been homelessness for one to two years, with close to four in ten having experienced homelessness for 3 years or more. Information from providers suggests that around one third of Housing First households waiting to be housed are living without shelter (including rough sleeping) at any one time, and that this can be very fluid.

29 While Housing First providers work closely with Kāinga Ora – Homes and Communities (Kāinga Ora) and CHPs to place Housing First households into social housing when registered on the social housing register, there is currently not enough social housing of the right typology (e.g., mainly one bedroom) in the right places (e.g., close to supports) to support Housing First households to be housed as quickly as possible.

30 We propose that CHPs who work directly with Housing First providers in Auckland, Hamilton, Wellington, and Christchurch are funded to bring on (up to) 300 social housing for Housing First households who are living without shelter while waiting to be housed.<sup>2</sup> To achieve this quickly, CHPs will need to lease properties directly from the private market. We have directed officials to work directly with Housing First providers and CHPs to support this and to ensure those living without shelter are prioritised through locally led coordination of assessment, matching, and placement processes.

31 The estimated cost for the additional targeted social housing places is \$7 million in FY25/26 (pro-rated from a full-year cost of \$10.5 million due to phasing of delivery) and \$10.8-11.8 million per annum (including 3% CPI increase) beyond FY25/26. This includes funding for CHPs working with Housing First providers to engage a property broker to assist with working with private landlords to source appropriate properties.

32 We also expect officials to work to identify and address other barriers that may be preventing access to housing for Housing First households, so that they can be housed quicker, including in other regions. This will include ensuring Housing First households are on the social housing register and building on existing relationships between Housing First providers and housing providers, including Kāinga Ora. If there are operational changes needed to improve time to house, including at a local level, we expect officials to make these. Changes to wider policy or funding settings will need to be addressed through the Reset.

33 The pace at which CHPs can bring on additional social housing will be dependent on capacity, particularly for CHPs focused on Budget 24 and 25 delivery and the number of appropriate properties available in the private market. This includes properties that are the right fit for the household and the community. Although the softening rental

<sup>2</sup> These would be additional to the social housing places funded in recent Budgets that are due to be delivered in the next 18 months to two years (1500 places funded in Budget 2024 and at least 550 places in Auckland in Budget 2025).

market may assist with sourcing properties for some options in some locations, limited availability of affordable properties will likely impact on speed, cost and effectiveness.

**We propose that location specific responses are developed with providers already working with those living without shelter**

- 34 In addition to the (up to) 300 additional social housing places for Housing First households, we propose that officials work directly with local providers with proven track records in working with those living without shelter to identify location specific responses that would have impact in the short-term with a clear focus on outcomes.
- 35 We do not want to create additional new programmes at a time when are working to make the system simpler. Location specific responses will need to build on existing services to address gaps including by potentially scaling up, or better targeting approaches that are already working for people who are living without shelter (noting this population group often has high and complex support needs). This could include additional transitional housing to support people who may otherwise end up or remain rough sleeping; out of hours access to transitional housing support, which could include triage and assessment processes; and connected outreach services.
- 36 The estimated cost for location specific responses will be up to \$10 million for FY25/26.

**Ensuring we are getting the most out of our existing programmes and tools**

- 37 Significant investment of more than \$550 million per annum is made in programmes which support people who are experiencing or at risk of homelessness – this includes through emergency housing, transitional housing, and Housing First. Alongside the above short-term actions, we expect HUD and MSD to optimise existing supports and services.
- 38 The work described below is already underway and we have directed officials to report back to us on progress as the work progresses.

**Transitional housing**

- 39 As at 30 June 2025 HUD contracted 6,207 transitional housing places with 88 providers. Transitional housing provides temporary housing and support services for people with immediate housing need who have no appropriate alternative place to stay. Few providers have the capability and capacity to support people with the highest and most complex support needs.
- 40 Approximately, 80 percent of transitional housing places are occupied at the end of each month. Around 10 percent of places are unavailable at any one time (mainly due to maintenance and repairs) and around 10 percent are available for new households to move into and awaiting referral and placement.
- 41 We have directed officials to optimise the existing transitional housing to increase occupancy (including for those otherwise living without shelter) and reduce turn-around time which will include:

## IN CONFIDENCE

- 41.1 rebalancing the portfolio to increase places where accommodation is suitable for, and providers have capability to support those living without shelter (i.e. not increasing net TH places, and reducing in places where there is less demand);
- 41.2 optimising occupancy (minimising vacancy rates);
- 41.3 improving efficiencies in referral processes (e.g. time to complete) and ensuring assessments of MSD referrals are prioritised.

42 Whilst matching households with the right provider and place is complex, we think this will be improved through the operational coordination between HUD, MSD and providers and by stronger system-wide connections to reduce referral times.

43 HUD, in consultation with MSD, will focus on matching available housing stock—particularly one-bedroom units—with household needs. This may also include sourcing properties that accommodate pets, which are often essential for household members with support animals. This will occur as leases come up for renewal or new supply.

**Expanded guidance on the use of discretion in assessing Emergency Housing Grants**

44 No changes are proposed to the policy or secondary legislation governing the gateway into emergency housing. There is, however, an opportunity for expanded guidance to Ministry of Social Development (MSD) staff who are exercising discretion when considering an application for an Emergency Housing Grant (EHG). There is also an opportunity for MSD to strengthen operational guidance regarding exercise of discretion in redirecting benefit payment to meet accommodation costs.

45 This work is underway already and we have directed officials from MSD to report back to us on progress by the end of October.

*Discretion in relation to the income and asset test for an Emergency Housing Grant*

46 MSD will expand guidance around the use of exceptional circumstances, when considering income and cash asset limits as part of the means test for EHG. Around two percent of declined applications for EHG are due to exceeding the cash asset or income test. Greater use of discretion in this area may encourage people with income or cash assets over the usual limit, to approach MSD for EHG support. This measure is likely to be of most benefit to working people or the newly homeless (for example, people recently homeless due to job loss, rent arrears, or overcrowded conditions), including those who have employment. This is not expected to impact a significant number of rough sleepers.

*Strengthen short-term stay guidance for an Emergency Housing Grant*

47 MSD will strengthen guidance around making a short-term EHG (e.g., one to three nights), including providing more scenarios and examples of best practice approaches for MSD staff. Greater use of short-term stays will allow more people to get help with their immediate housing need.

48 This has potential to better address the immediate housing needs of people living without shelter, in cars, or in uninhabitable or overcrowded housing. It does, however, involve a risk that people may still not have alternative accommodation at the end of this time. There is potential to extend a short-term grant for an additional three nights before any decline (to allow more time for the applicant to source any additional information and for MSD to continue to work with the person, and providers, to explore alternative housing options). Short stays will, however, need to be ended at some point.

*Strengthen guidance on redirection of a benefit for accommodation costs*

49 Under the Social Security Act 2018, MSD has the authority to redirect some or all of a beneficiary's benefit, with or without their consent, provided that there is good cause to do so.

50 The Ministerial Direction on Redirection of Benefit Payments (secondary legislation) provides guidance as to the factors MSD must consider when deciding whether there is good cause to redirect a person's benefit. This includes the situation where the person is considered to be a vulnerable tenant. For people who are experiencing homelessness, redirection of benefit is likely to assist them to obtain accommodation and once housed to retain that accommodation.

51 Concerns have been raised by some providers that where MSD redirects a benefit, the beneficiary can cancel that redirection at any time, which then means they are at risk of losing their accommodation. In the situation where MSD redirects a benefit without the beneficiary's consent, and the beneficiary has requested MSD to stop the redirection, MSD can continue to redirect the benefit without the beneficiary's consent if there remains good cause. <sup>ss9(2)(g)(i)</sup>

52 Strengthened operational guidance and communications to frontline staff will make allow MSD to exercise its discretion to redirect a person's benefit without their consent, if good cause exists. This would include beneficiaries at risk of experiencing homelessness, such as having low income and other priority needs, or a history of losing their tenancy because of failure to make rental payments on time. This would also include beneficiaries who are experiencing homelessness, including those living without shelter, once they have been placed into accommodation to encourage prospective landlords or accommodation providers to accommodate them.

**Monitoring the impact of short-term actions**

53 Officials will use existing monitoring and reporting to provide information on the outputs and outcomes of the short-term actions where possible. To align with Treaty of Waitangi responsibilities, officials will need to monitor the impact of initiatives for Māori and how they are impacting equity of outcomes.

54 The Homelessness Insights Report will continue to be used to monitor changes in homelessness at a population level and local level every 6 months. In the short-term it may not be possible to identify any shifts directly resulting from the implementation of the proposed actions. Officials will continue to work with providers, local

authorities, and agencies on improving data that helps us understand any changes in homelessness.

### **Cost-of-living Implications**

55 The changes proposed in this better will utilise our existing supports. We expect this will result in better housing outcomes for people supported through emergency, transitional, and social housing.

### **Financial Implications**

56 PLACEHOLDER

### **Legislative Implications**

57 There are no legislative implications with this paper.

### **Impact Analysis**

#### **Regulatory Impact Statement**

58 There are no regulatory impacts with this paper.

#### **Climate Implications of Policy Assessment**

59 A Climate Implications of Policy Assessment is not required for the proposals in this paper.

### **Population Implications**

60 The proposals in this paper are intended to have a positive impact for people who are living without shelter, who would otherwise continue to experience disproportionately poor social outcomes (including health and housing). Disproportionately poor social outcomes often stem from historical and ongoing inequities. The populations particularly affected by poor social outcomes include Māori, Pacific people, children and young people, disabled people, and older people.

### **Human Rights**

61 This proposal is not inconsistent with either the New Zealand Bill of Rights Act 1990 or the Human Rights Act 1993.

### **Use of external Resources**

62 No external resources were used in the preparation of the policy advice in this paper.

### **Consultation**

63 [TO BE ADDED]

## Communications

64 Officials will work with Ministers' offices on communications regarding the proposals in this paper.

## Proactive Release

65 This paper will be proactively released [TO CONFIRM].

## Recommendations

The Minister of Housing recommends that the Committee:

- 1 **note** increase in people living without shelter
- 2 **note** longer term work is underway through the reset of housing and support programmes, <sup>§9(2)(f)(iv)</sup>
- 3 **note** significant investment more than \$550 million per annum is made in programmes which support people who are experiencing or at risk of homelessness
- 4 **agree** further efforts to address homelessness in the short-term are targeted on those living without shelter
- 5 **agree** short-term actions in major urban centres, specifically Auckland, Hamilton, Wellington, and Christchurch are needed to address the increase in people living without shelter while longer term work is underway
- 6 **note** short-term actions will address some but not all housing need for people living without shelter
- 7 **agree** the Ministry for Housing and Urban Development will fund an additional (up to) 300 social housing places that CHPs who work directly with Housing First providers in Auckland, Hamilton, Wellington, and Christchurch may lease from the private market for Housing First households who are living without shelter (at a cost of \$7 million in FY25/26 and \$10.8-11.8 million per annum beyond FY25/26)
- 8 **note** Housing First providers will work with households and MSD frontline staff to ensure that households are assessed for and appropriately placed on the social housing register, if they are not already
- 9 **agree** to the development of location specific responses identified through targeted engagement between officials and local providers with proven track records in working with people living without shelter (at a cost of up to \$10 million in FY25/26)
- 10 **note** location specific responses will need to have impact in the short-term and focus on outcomes
- 11 **authorise** the Minister of Housing in consultation with the Minister of Social Development and Employment and the Associate Minister of Housing to take decisions within the available funding to give effect to location specific responses

## IN CONFIDENCE

identified through targeted engagement between officials and providers at a local level

- 12 **note** the Ministry of Housing and Urban Development are working to optimise the utilisation of current transitional housing places
- 13 **note** the Ministry of Social Development will be providing expanded guidance for staff to assist them in using their discretion when considering an application for an Emergency Housing Grant, including:
  - 13.1 determining when there are exceptional circumstances to consider applications from people who have income and/or cash assets in excess of the specified limits; and
  - 13.2 when it may be appropriate to pay an Emergency Housing Grant for a short period (e.g., one to three nights) during which there is an opportunity to explore alternative housing options for the person.
- 14 **note** the Ministry of Social Development can redirect a benefit to a landlord or an accommodation provider with or without the consent of the beneficiary under current legislative settings, if there is good cause to do so
- 15 **note** the Ministry of Social Development will implement a short-term action to prevent homelessness, which involves strengthening operational guidance and communications for frontline staff to make it clearer that:
  - 15.1 the Ministry of Social Development can redirect a benefit for accommodation payments with and without the tenant's consent if there is good cause; and
  - 15.2 the Ministry of Social Development can use its discretion to redirect a benefit for beneficiaries who are experiencing homelessness once they have been placed into accommodation to encourage prospective landlords or accommodation providers to accommodate them
- 16 **agree** [TO COME proposed funding recommendation]

Hon Chris Bishop  
Minister of Housing

Hon Louise Upston  
Minister for Social Development and Employment

Hon Tama Potaka  
Associate Minister of Housing