



15 October 2025

Tēnā koe

### **Official Information Act request**

Thank you for your email of 17 September 2025, requesting a copy of the Ministry of Social Development's (the Ministry's) MAP pages relating to referrals to housing navigators or contributing to immediate housing need under the new 2024 Emergency Housing Grants Programme and the 2024 Special Needs Grants Programme.

Please see the attached appendices for the MAP pages from the 2024 Special Needs Grant Programme.

- **Appendix One:** Client can meet their immediate need in another way.
- **Appendix Two:** Client has unreasonably caused or contributed to their immediate need.
- **Appendix Three:** Client has unreasonably contributed to their emergency housing situation (further grant).
- **Appendix Four:** Client responsibilities and conditions of payment.
- **Appendix Five:** When MSD can decline a Special Needs Grant for emergency housing.

I note that some information in these documents is marked as 'Out of Scope' as it is not relevant to your request.

I also refer you to the publicly available links for the MAP pages on contributing to an immediate need and emergency housing responsibilities under the current Emergency Housing Grants Programme.

- [www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/client-has-caused-or-contributed-to-their-immediate-need-before-applying-for-an-eh-initial-grant.html](http://www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/client-has-caused-or-contributed-to-their-immediate-need-before-applying-for-an-eh-initial-grant.html)
- [www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/client-has-caused-or-contributed-to-their-immediate-need-while-in-emergency-housing.html](http://www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/client-has-caused-or-contributed-to-their-immediate-need-while-in-emergency-housing.html)
- [www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/emergency-housing-responsibilities.html](http://www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/emergency-housing-responsibilities.html)
- [www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/making-a-reasonable-effort-to-get-other-housing.html](http://www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/making-a-reasonable-effort-to-get-other-housing.html)

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**



**Map.** The Guide to Social Development Policy

[Home](#) | [Income support](#) | [Extra help](#) | [Emergency Housing](#) | [Qualifications for emergency housing](#) | [When MSD can decline a Special Needs Grant for emergency housing](#)

Out of scope

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## **When MSD can decline a Special Needs Grant for emergency housing**

A Special Needs Grant for emergency housing is a discretionary hardship grant. There are circumstances when we can decline to pay one.

These circumstances include when the client:

- can meet their emergency housing need in another way **or**
- has caused or contributed to their immediate emergency housing need (generally only enforced after the first 7 nights for the emergency housing event) **or**
- refuses to pay the emergency housing contribution when applying for a grant **or**
- has not paid the emergency housing contribution in full by the next available date for a grant or grants from an earlier period

In most of these circumstances, we may still consider paying a recoverable Special Needs Grant for emergency housing when declining would:

- increase or create any risk to the welfare of the client or their immediate family **or**
- worsen the client's position **or**
- cause serious hardship to the client or their immediate family

### **Before deciding to decline**

In some circumstances it may be appropriate to decline a Special Needs Grant for emergency housing even when declining would increase or decrease risk to welfare, worsen the client's position or cause serious hardship.

Before declining MSD needs to consider:

- if the client failed to meet their requirements whether this was unreasonable in the client's circumstances and justifies declining. **For example:**
  - the client has failed to meet their requirements (e.g. not unreasonably contributing to their emergency housing need) despite being told and understanding what was required of them, and the consequences of not doing this
  - the client has had access to appropriate services to support them to meet their needs

- whether there are children in the household and the impact

## **Declining the Special Needs Grant for emergency housing**

The client must be advised in writing and provided with their right to review the decision.

**Note** generally we will not decline when there are children in the household. If a decision is made to decline when there are children, all reasonable efforts need to be made to manage any risk to their welfare.

If you believe any child has been, or is likely to be harmed (physically, emotionally, or sexually), ill-treated, abused, neglected, or deprived, the case must be referred to Oranga Tamariki.

## **For more information see:**

- Qualifications for emergency housing
- Client can meet their immediate need in another way
- Client has unreasonably caused or contributed to their immediate need
- Client refuses to pay their emergency housing contribution
- Client has not paid their emergency housing contribution for a previous grant
- Deciding if there is a risk to the client or their immediate family's welfare
- When a Special Needs Grant for emergency housing is recoverable
- When MSD cannot pay a Special Needs Grant for emergency housing

## **Legislation**

- People in need of Emergency Housing clause 14A Special Needs Grant Programme
- Principles clause 5 Special Needs Grant Programme

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**Map.** The Guide to Social Development Policy

[Home](#) | [Income support](#) | [Extra help](#) | [Emergency Housing](#) | [Client responsibilities and conditions of payment](#)

Out of scope

Printed: 2/10/2025

## **Client responsibilities and conditions of payment**

When a Special Needs Grant for emergency housing is granted, clients must be advised of their responsibilities and the conditions of payment.

There are also responsibilities and conditions of payment if a Special Needs Grant for a security deposit for emergency housing is granted.

These include that the client:

- must pay an emergency housing contribution after the first 7 nights for a new emergency housing event
- is aware of the accommodation provider's rules of stay while staying in the accommodation. For example:
  - keeping their room clean
  - obeying noise and other usage policies (e.g. maximum occupancy rates)
  - not removing any of the motel property
  - following the provider's check-out procedures
- understands the consequences of not following the rules. For example, the client is responsible for the costs arising from damage caused by them or anyone staying with them
- understands the consequences of not making reasonable efforts to access other sources of housing assistance
- understands the consequences of contributing to their immediate emergency housing need
- knows if there are costs that aren't covered by the Special Needs Grant security deposit, the accommodation provider will follow these up with them directly
- understands that if they leave their emergency accommodation early, they should notify us as soon as they can
- knows that if any of the payment needs to be refunded, the accommodation provider will pay this refund to us. If they are paid a refund directly by the accommodation provider, they will need to repay this to us
- knows that if they are responsible for any damage or loss and agree with the amount of costs incurred when they check out, or if the client fails to check out, we will pay the provider up to the security deposit amount. This amount will be recovered from the client.

**For more information see:**

- Emergency housing contribution
- Payment
- When a Special Needs Grant for emergency housing is recoverable
- When MSD can decline a Special Needs Grant for emergency housing
- Refunding the emergency housing contribution
- Security deposit required for emergency, transitional or contracted emergency housing

## Legislation

- People in need of Emergency Housing clause 14A Special Needs Grants Programme
- Security Deposits clause 14AA Special Needs Grants Programme

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**Map. The Guide to Social Development Policy**

[Home](#) | [Income support](#) | [Extra help](#) | [Emergency Housing](#) | [Qualifications for emergency housing](#) | [When MSD can decline a Special Needs Grant for emergency housing](#) | [Client can meet their immediate need in another way](#)

Out of scope

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## **Client can meet their immediate need in another way**

If a client can meet their immediate emergency housing need from their own resources or other sources of assistance, we cannot pay a Special Needs Grant for emergency housing as they do not have an immediate emergency housing need.

A client may be able to meet their immediate emergency housing need from their own resources or other sources when the client (and their partner, if any):

- has sufficient income to meet the need after paying essential expenses from their next income, benefit, or pension payment without causing serious hardship
- has cash assets that can be used to meet the need (that are not needed for essential expenses)
- can make a payment arrangement (e.g. for overdue rent with their landlord)
- qualifies for other assistance that can be used to meet the need, including (but not limited to):
  - Temporary Additional Support
  - Rent Arrears Grant
  - other Housing Support Products
  - Recoverable Assistance Payment
  - Advance Payment of Benefit
- can access assistance from other government agencies to meet the need (e.g. transitional housing funded by the Ministry of Housing and Urban Development)

A client could be considered to not be making a reasonable effort or be unreasonably contributing to their emergency housing need if they have access to other sources of assistance and choose not to use these.

### **For more information see:**

- [Qualifications for emergency housing](#)
- [When MSD cannot pay a Special Needs Grant for emergency housing](#)
- [When MSD can decline a Special Needs Grant for emergency housing](#)
- [When a Special Needs Grant for emergency housing is recoverable](#)
- [Immediate emergency housing need](#)
- [Client has unreasonably caused or contributed to their immediate need](#)

- Client has not made reasonable efforts to access other sources of housing assistance

## Legislation

- Principles clause 5(a) Special Needs Grant Programme
- People in need of Emergency Housing clause 14A Special Needs Grant Programme

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**Map. The Guide to Social Development Policy**

[Home](#) | [Income support](#) | [Extra help](#) | [Emergency Housing](#) | [Qualifications for emergency housing](#) | [When MSD can decline a Special Needs Grant for emergency housing](#) | [Client has unreasonably caused or contributed to their immediate need](#) | [Client has unreasonably contributed to their emergency housing situation \(further grant\)](#)

Out of scope

Printed: 2/10/2025

## **Client has unreasonably contributed to their emergency housing situation (further grant)**

When we are considering granting a further Special Needs Grants for emergency housing we need to look at whether a client has unreasonably contributed to their emergency housing situation.

If they have, we may not be able to pay a Special Needs Grant for emergency housing.

A client has unreasonably contributed to their immediate emergency housing 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

A Special Needs Grant for emergency housing may be declined if:

- a client is applying for a further grant in 52 weeks **and**
- they have unreasonably contributed to their current emergency housing situation **and**
- it would:
  - increase or cause risk to the client or their immediate family's welfare **or**
  - worsen the client's position **or**
  - cause serious hardship to the client or their immediate family if the grant was not paid

In these cases, a Special Needs Grant for emergency housing may still be paid but it will generally be recoverable (less the emergency housing contribution paid by the client).

## **Getting Special Needs Grant for emergency housing immediately before applying for another**

If a client is already getting a Special Needs Grant for emergency housing when they apply for another grant, you need to consider the client's actions during the previous Special Needs Grant period and if the client has unreasonably contributed to their emergency housing need.

The client would generally be contributing to their current emergency housing situation if:

- they have continued to not do the reasonable steps agreed with them as part of the Special Needs Grant for emergency housing grant process without a good reason

- they cannot stay in the emergency housing accommodation due to their actions (or people they are responsible for)

## **Client cannot remain in the emergency housing accommodation due to their actions (or people they are responsible for)**

A client who applies for a further Special Needs Grant for emergency housing may tell us they cannot stay at their existing emergency housing provider.

The client has caused or contributed to their emergency housing situation if they had to leave their accommodation because they:

- broke the supplier's rules of stay **or**
- intentionally damaged the property **or**
- caused theft or loss **or**
- showed anti-social behaviour (for example, threats or intimidation)

Before making any decisions about further assistance, we will need to:

- verify the client's reason for leaving the existing emergency accommodation **and**
- confirm the client's view of the issues

It is important accommodation providers report damage, losses, theft, or anti-social behaviour to police when it is warranted.

If the security deposit was approved at the time of the client's stay, accommodation providers can use it to recoup damages for lower-level losses (for example, cutlery and plates and other cooking utensils) or damage.

**Note** to get this payment, providers must contact us, not the client.

## **Client is not making a reasonable effort to access other sources of housing assistance while in emergency housing**

Clients are expected to make a reasonable effort to access other sources of housing assistance. This includes making an effort to find an adequate place to stay to meet their emergency housing need and accessing other assistance available to do this.

What reasonable efforts the client is expected to do while they are getting a Special Needs Grant for emergency housing should be discussed and agreed to with the client.

If the client needs a further grant and has not completed the reasonable steps agreed to, if they do not have a good reason, they may be considered to not be making a reasonable effort in their circumstances.

This could also be considered unreasonably causing or contributing to their emergency housing need. Generally this will only be when the client has a pattern of not completing the reasonable steps without a good reason.

Before deciding a client has failed to make a reasonable effort in their circumstances consider if:

- the steps agreed to were reasonable in the client's circumstances
- the client was told and understood what the reasonable steps were and the consequences of not completing them
- the client had a good reason for not doing the agreed reasonable steps

## **When grant may be paid if the client has contributed to their emergency housing need**

When a client has contributed to their current emergency housing situation, you can pay a further Special Needs Grant for emergency housing when not paying it would:

- increase or cause risk to the client or their immediate family's welfare **or**
- worsen the client's position **or**
- cause serious hardship to the client or their immediate family if the grant was not paid

You must consider these factors before deciding whether to decline a Special Needs Grant for emergency housing.

If the client has unreasonably caused or contributed to their emergency housing need and you decide a Special Needs Grant for emergency housing can still be paid, it will generally be recoverable (less the emergency housing contribution paid by the client).

**For more information see:**

- [Client has unreasonably caused or contributed to their immediate need](#)
- [Deciding if there is a risk to the client or their immediate family's welfare](#)
- [Examples when risk to welfare needs to be considered](#)
- [Client has not made reasonable efforts to access other sources of housing assistance](#)
- [When MSD can decline a Special Needs Grant for emergency housing](#)

### **Example 1: Getting Special Needs Grant for emergency housing immediately before applying for a further grant**

Client situation	Considerations	Decision
<p>A single client getting Jobseeker Support was getting a Special Needs Grant for emergency housing and after 14 nights is applying for a further Special Needs Grant for emergency housing as there are no other emergency housing options available, and they need to extend their stay at an emergency housing accommodation provider or stay with another emergency housing accommodation provider.</p> <p>At their last grant, the client agreed to contact a support service that assists with finding accommodation, and to also apply to some rental agencies.</p>	<p>We can consider if the client has completed the reasonable steps asked of them at the last grant.</p> <p>The client has looked for alternative accommodation and has contacted a non-government organisation to assist them with their search.</p> <p>The client has made reasonable efforts to find other sources of housing assistance, therefore they haven't unreasonably contributed to their situation.</p>	<p>We can grant the Special Needs Grant (non-recoverable) for emergency housing as the client has agreed to, and made a reasonable effort to access other housing options and has not unreasonably contributed to their immediate emergency housing need.</p>

<p>A sole parent was getting a Special Needs Grant for emergency housing and after 3 weeks in total, is applying for a further grant as there are no other emergency housing options and they need to extend their stay at the emergency housing accommodation provider.</p> <p>At their follow-up appointments, the client agreed to attend a social housing assessment appointment and sign up with rental agencies</p>	<p>We can consider if the client has made reasonable efforts asked of them at the last grant.</p> <p>The client advises they were not able to attend their social housing appointment or search for any other options as their daughter has been in hospital with asthma.</p> <p>We will take into account the reason the client has not taken steps identified at last grant.</p>	<p>We can grant a Special Needs Grant (non-recoverable) for emergency housing as the client has not unreasonably contributed to their immediate emergency housing need.</p> <p>They were not able to complete the reasonable steps agreed to at the emergency housing follow up appointments for a good reason</p>
<p>A single client (no children) getting Jobseeker Support has been getting a Special Needs Grant for emergency housing for over a month.</p> <p>At their previous grant, the client agreed to apply to some flatmate wanted adverts to find themselves other housing.</p> <p>The client also agreed to attend a budgeting appointment they were referred to. The reasonable steps were agreed to again and because they had not made a reasonable effort they were paid a recoverable grant.</p> <p>They are applying for a further grant as there are no other emergency housing options and they need to extend their stay at the emergency housing.</p>	<p>We consider if the client has completed the reasonable steps asked of them at the last grant.</p> <p>The client advises without good reason, they have again not completed any of the reasonable steps they agreed to as they didn't want to live with other people and so didn't contact anyone, and did not attend their budgeting appointment.</p> <p>The client has not made reasonable efforts to find other sources of assistance, and because they have failed to do this again, they may be considered to have contributed to their emergency housing situation.</p>	<p>We decide the client has unreasonably contributed to their immediate emergency housing need by continuing to not making reasonable efforts to find other accommodation.</p> <p>Before declining the assistance, we consider whether it would increase or create risks to the client or their immediate family's welfare, worsen the client's position, or cause serious hardship to client or their immediate family if the grant was not paid.</p>
<p>A single client (no children) getting Jobseeker Support has been getting a Special Needs Grant for emergency housing for over a month.</p> <p>They are applying for a further grant as there are no other emergency housing options.</p> <p>At the follow-up appointment the client advises they need further emergency housing assistance but they need to change emergency housing provider.</p>	<p>We can consider if the client has completed the reasonable steps asked of them at the last grant.</p> <p>The client advises their brother damaged the motel room, and the provider has asked the client to leave the emergency housing accommodation which is why the client needs to change emergency housing provider.</p> <p>The client will not provide further information about how or why the damage occurred.</p>	<p>We decide the client has unreasonably contributed to their immediate emergency housing need because they were unable to stay in the accommodation because of damage to the emergency housing property.</p> <p>Before declining the assistance, we consider whether declining would increase or cause risk to the client or their immediate family's welfare, worsen the client's position, or cause serious hardship to the client or their immediate family if the grant was not paid.</p>
<p>A couple with 3 children, getting Jobseeker Support, who got 3 grants of a Special</p>	<p>We can consider if the client has completed the reasonable</p>	<p>We decide that the client has unreasonably contributed to their immediate emergency housing</p>

Needs Grant for emergency housing for 21 nights in total.	steps asked of them at the last grant.	need as they have continued to not make a reasonable effort to access other sources of housing assistance.
The couple are applying for a further grant as they have no other emergency housing options.	The couple advises they still haven't tried to look for other accommodation as they were kicked out of their last place, and no one will rent to them anyway.	Before declining the assistance, we need to consider whether it would increase or create risk to the client or their immediate family's welfare, worsen the client's position, or cause serious hardship to the client or their immediate family if the grant was not paid the assistance.
At each grant, they agreed to the reasonable steps discussed, they can look for rental properties in the area, and attend an appointment with a budget advisor.	They just want to stay on social housing register and wait for a house. The couple also missed their appointment with the budget advisor and did not have a good reason for doing so.  The client couple has continued to not complete the reasonable steps required of them.	Generally, we would not decline because of potential risks to the client's children and would make the grant recoverable.  Generally, we would not decline because of potential risks to the client's children and would make the grant recoverable.

## Example 2: Applying for a further Special Needs Grant for emergency housing after a period away from emergency accommodation, within 52-week period

Client situation	Considerations	Decision
<p>A couple getting Jobseeker Support did not have their tenancy agreement renewed and were unable to find other accommodation before their tenancy agreement finished.</p> <p>There were no other options available to meet their need, so they were granted the Special Needs Grant for emergency housing.</p> <p>They were able to board with a family and no longer required assistance for emergency housing.</p> <p>This means their previous emergency housing event was resolved by moving into medium or long-term accommodation that was expected to lead to or be sustainable housing.</p> <p>Three months later they have presented with another emergency housing need as they did not pay their board and were over 4 weeks in arrears</p>	<p>We consider the couple contributed to their new emergency housing need because they did not pay their board and made no effort to address the situation with the landlord or by seeking assistance from us.</p> <p>Generally we would not decline if it is the first 7 nights, however because they have received a grant within 52 weeks and have contributed to their new emergency housing situation, we may decline the assistance.</p> <p>However, we must first consider whether declining would increase or create risk to the client or their immediate family's welfare, worsen the client's position, or cause serious hardship to the client or their immediate family if the grant was not paid.</p>	<p>We decide that the client has unreasonably contributed to their immediate emergency housing need.</p> <p>It is not considered to be a new emergency housing event, and the grant may be declined.</p> <p>Before declining the assistance, we need to consider whether it would increase or create risk to the client or their immediate family's welfare, worsen the client's position, or cause serious hardship to the client or their immediate family if the grant was not paid.</p> <p>If granted as recoverable assistance the contribution applies from the first night of the grant.</p>

and were asked to leave immediately.

A single person getting Jobseeker Support was boarding with family and had to leave when the family needed to free up the room for a new child.

They were unable to find other accommodation before they had to leave their boarding situation.

There were no other options available to meet their need, so they were granted the Special Needs Grant for emergency housing.

While in emergency housing they moved into a friend's flat and no longer required assistance for emergency housing.

This means their previous emergency housing event was resolved by moving into medium or long-term accommodation that was expected to lead to or be sustainable housing.

Three months later the client has presented with a new emergency housing event as their flatmate accidentally burnt the house down and they haven't been able to find anywhere else to stay.

A couple getting Jobseeker Support, with 2 dependent children, were renting a property and were evicted due to damage, not paying their rent and anti-social behaviour.

After a recoverable Special Needs Grant for emergency housing was granted, they found a new rental property.

This means their previous emergency housing event was resolved by moving into medium or long-term accommodation that was expected to lead to or be sustainable housing.

We establish that the client did not unreasonably contribute to their new emergency housing need.

They left their flat because it had burned down and were unable to find alternative accommodation.

Given the time available they made reasonable efforts to access other sources of assistance before contacting us.

We grant the new application for the Special Needs Grant for emergency housing because the client has not unreasonably contributed to their immediate emergency housing need.

As it is a new emergency housing event, the client does not need to pay a contribution for the first 7 nights in the emergency accommodation funded by the Special Needs Grant.

We establish that the client unreasonably contributed to their new emergency housing need because they were evicted from their accommodation for damaging their rental property and not paying their rent.

Generally we would not decline if it is the first 7 nights, however because they have received a grant within 52 weeks and have contributed to their new emergency housing situation, we may decline the assistance.

However, we must first consider whether declining would increase or cause risk to the client or their immediate family's welfare, worsen the client's position, or cause serious

We decide that the client has unreasonably contributed to their immediate emergency housing need.

As the welfare of the children would be at risk if the grant was not paid the Special Needs Grant for emergency may be granted but made recoverable (minus the contribution payable for the grant).

As this means it is not considered to be a new emergency housing event and if granted, a contribution would apply from night 1 of the grant.

Three months later, they have been evicted again for rent arrears and damage. They have applied for Special Needs Grant for emergency housing.

hardship to the client or their immediate if the grant was not paid.

### For more information see:

- Client has not made reasonable efforts to access other sources of housing assistance
- Client has unreasonably caused or contributed to their emergency housing need
- Deciding if there is a risk to the client or their immediate family's welfare
- Examples when risk to welfare needs to be considered
- Emergency housing events
- New emergency housing events
- When MSD can decline a Special Needs Grant for emergency housing

### Legislation

- Principles clause 5(b) Special Needs Grant Programme
- Recovery of emergency housing grant clause 14A.8 Special Needs Grants Programme

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**Map.** The Guide to Social Development Policy

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Out of scope

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## **Client has unreasonably caused or contributed to their immediate need**

When we are considering granting a Special Needs Grant for emergency housing we need to look at whether a client has unreasonably caused or contributed to their immediate housing need. If they have, we may not be able to pay a Special Needs Grant for emergency housing (or it may be recoverable).

We can decline to pay a Special Needs Grant for emergency housing if:

- the client or their partner has received an emergency housing grant for at least 7 nights **and**
- the client or their partner has unreasonably caused or contributed to the immediate emergency housing need (or the situation that has led to the immediate need) **and**
- it would not:
  - increase or create any risk to the client or their immediate family's welfare
  - worsen the client's position or cause serious hardship to the client or their immediate family if the grant was not paid

### **Deciding if a client has unreasonably caused or contributed to their emergency housing**

A client has unreasonably contributed to their immediate emergency housing 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

The client may be considered to have unreasonably contributed to their immediate emergency housing need if they (not an exhaustive list):

- cannot remain in their place of residence due to damaging the property or other anti-social behaviour (e.g. threats, intimidation, drug or alcohol abuse, theft)
- cannot remain in their place of residence because they have not paid their rent or board
- left their place of residence and moved to another area without a good reason and before securing accommodation for themselves and their immediate family
- continue to not do the reasonable steps they had agreed with the case manager

- cannot remain in the emergency housing provided due to instances of damage, theft, or other anti-social behaviour

**Note** people who left their housing due to experiencing family violence will not be considered to have unreasonably caused or contributed to their immediate emergency housing need.

## **Getting Special Needs Grant for emergency housing immediately before applying for further grant**

If a client is already getting a Special Needs Grant for emergency housing when they apply for another grant, you need to consider the client's actions during the previous Special Needs Grant period and if the client has unreasonably contributed to their emergency housing need.

The client generally would be contributing to their current emergency housing situation if:

- they have continued to not do the reasonable steps set for them when they were granted a Special Needs Grant for emergency housing grant without a good reason
- they cannot remain in the emergency housing accommodation due to their actions (or people they are responsible for)

## **When grant may be paid if the client has contributed to their emergency housing need**

Generally, we do not decline an emergency housing grant for the first 7 nights even if the client has caused or contributed to their emergency housing need or situation (unless they had a grant in the last 52 weeks).

This is as it may be difficult to determine at the first appointment, the client's full circumstances that led to their need for emergency housing.

This includes when the first grant is longer than 7 nights because it covers a period when there is low availability of emergency housing in the region.

When the client has received a Special Needs Grant for emergency housing for 7 nights or more (or had a grant in the last 52 weeks), you may pay a further Special Needs Grant for emergency housing when it would:

- increase or cause risk to the client or their immediate family's welfare or
- worsen the client's position or
- cause serious hardship to the client or their immediate family if the grant was not paid

If the client has unreasonably caused or contributed to their emergency housing need, you must consider these risks before deciding whether to decline a Special Needs Grant for emergency housing. Each situation should be considered on a case-by-case basis.

If the client has unreasonably caused or contributed to their emergency housing need and you decide a Special Needs Grant for emergency housing can be paid, it is generally recoverable (less any emergency housing contribution paid by the client).

## **Client got a Special Needs Grant for emergency housing in the last 52 weeks**

Clients may apply for a Special Needs Grant for emergency housing, for a new emergency housing need, when they have received a grant within the last 52-weeks.

The new emergency housing need is the same emergency housing event if the client has unreasonably caused or contributed to their new emergency housing need (whether they resolved their emergency housing need or not at the last grant).

Their emergency housing contribution will apply from the first night.

## Example

A single client has been asked to leave their boarding situation because they damaged their room and threatened the homeowner.

You consider the clients circumstances and determine they have unreasonably caused their immediate emergency housing need and consider declining the emergency housing Special Needs Grant.

However, because this is the first grant you can pay a Special Needs Grant for emergency housing for the client but make it recoverable.

## For more information see:

- When MSD can decline a Special Needs Grant for emergency housing
- Client has unreasonably contributed to their emergency housing situation (further grant)
- Deciding if there is a risk to the client or their immediate family's welfare
- Examples of situations when risk to welfare needs to be considered
- Immediate emergency housing need
- When a Special Needs Grant for emergency housing grant is recoverable
- Emergency housing events

## Legislation

- Principles clause 5(b) Special Needs Grants Programme
- Recovery of emergency housing grant clause 14A.8 Special Needs Grants Programme

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