



**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA

# **Review of funding for emergency housing**

# Introduction

The Ministry of Social Development (MSD) is reviewing the funding arrangements for the emergency housing sector in New Zealand. This review will aim to understand the current funding pressures on the emergency housing sector and look at future funding options to put the sector on a more stable footing.

The review will:

- clarify where people and organisations that provide emergency housing get their funding from and what that funding is used for
- establish clear objectives and outcomes from government funding in this area
- identify options for future government funding of the emergency housing sector.

The aim of this questionnaire is to help us understand the current funding arrangements of the emergency housing sector. To do this we need to have a better understanding of:

- the types of organisations that provide emergency housing
- the types of services that organisations are providing to support people in emergency housing
- the types of emergency housing delivered
- who accesses emergency housing
- what funding and income sources are being used to provide emergency accommodation and support services for people who are accessing emergency housing.

For each question, simply give the response that is most appropriate for you and your organisation.

All information you provide will be treated confidentially.

# About your organisation

First some questions about your organisation. We are asking these questions to help with our overall analysis of responses. Your information will never be reported in a way that will make your organisation identifiable.

## 1. What is the name of your organisation?

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## 2. Where does your organisation deliver emergency accommodation or other services for those in emergency housing?

Select all that apply

- Not applicable
  - Nationwide
  - Whangarei
  - Northern Auckland
  - Western Auckland
  - Central Auckland
  - Southern Auckland
  - Hamilton
  - Cambridge
  - Te Awamutu
  - Tauranga
  - Rotorua
  - Gisborne
  - Napier
  - Hastings
  - New Plymouth
  - Wanganui
  - Palmerston North
  - Kapiti
  - Upper Hutt
  - Lower Hutt
  - Porirua
  - Wellington
  - Blenheim
  - Nelson
  - Christchurch
  - Dunedin
  - Invercargill
  - Other (please specify)
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**3. What is the primary focus of your organisation?**

Select all that apply

- Emergency housing - accommodation
- Emergency housing - support services
- Housing, including social housing
- Women's refuge
- Social services
- Disability support
- Older person care
- Mental health
- Drug and alcohol services
- Other (please specify)

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**4. Which of these best describes your organisation?**

Select all that apply

- Community group
- Registered community housing provider
- Registered charity
- Incorporated society
- Business
- Other (please specify)

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**5. How many paid staff does your organisation currently employ to provide emergency housing and/or services?**

This question relates to the people who receive a salary or wage to help your organisation deliver emergency housing and/or services for those in emergency housing.

Please answer in full-time equivalents (FTEs). FTEs relate to the number of people working full-time. One person working full-time would equal one FTE. Three people, who each worked 50% of a full-time position each, would equal 1.5 FTEs

- None
- 1 to 5 FTEs
- 6 to 25 FTEs
- More than 25 FTEs
- Not sure
- Not applicable

Comments?

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**6. How many volunteers does your organisation currently have for supporting your provision of emergency housing and/or services?**

- None
- 10 or fewer
- 11 to 50
- more than 50
- Not sure
- Not applicable

Comments?

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**7. Does your organisation provide emergency accommodation?**

- Yes ***SKIP TO Q8***
  
- No ***Answer the question below then SKIP TO Q29 on page 17***

**What is your interest in emergency housing?**

Select all that apply

- Refer people to emergency housing
- Volunteer in emergency housing
- Provide services for people in emergency housing
- Fund emergency housing
- Other (please specify)

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# About the emergency housing you are providing

We acknowledge that there is no agreed definition of 'emergency housing'. These questions will help us understand the type of emergency housing you are providing.

## 8. How would you describe the emergency housing accommodation that your organisation provides?

Select all that apply

- Night shelters
- Women's refuge
- Transitional housing
- Marae / whanau / iwi based
- Motor camps / camping grounds
- Boarding houses
- House
- Motel
- Hostel
- Other (please specify)

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## 9. Does your organisation have a definition of emergency housing, or service parameters for who can access your emergency housing accommodation?

We are trying to understand how organisations think about emergency housing. This may be a definition of emergency housing, or it may be based on who can access your services, for example, only for families with children between 0 and 12.

- No
- Yes - please provide that definition and/or service parameters

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**10. At any one time, how many emergency housing places can your organisation provide?**

- Fewer than 5
- 5 to 9
- 10 to 19
- 20 to 29
- 30 to 49
- 50 or more

Comments?

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**11. Over a year, how many emergency places does your organisation provide?**

- Less than 20
- 20 to 49
- 50 to 99
- 100 to 249
- 250 or more

Comments?

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**12. How often is your accommodation at full capacity?**

- Never or hardly ever
- Sometimes
- About half the time
- Most of the time
- Always or nearly always



**13. How many dwellings does your organisation have for emergency housing?**

1 bedroom properties	
2 bedroom properties	
3 bedroom properties	
4 bedroom properties	
5 bedroom properties	
6 or more bedrooms	
Dormitory style - record the total number of properties	
Other - specify	

**14. Does your organisation own, rent, or lease these properties?**

Select all that apply

- Own
- Rent
- Lease
- Other (please specify)

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**15. What is the maximum length of stay in the accommodation offered by your organisation to people with an emergency housing need?**

- 1 to 5 nights
- 6 to 13 nights
- 2 to 4 weeks
- 1 to 3 months
- 3 to 6 months
- 6 months to a year
- more than a year
- No typical length, we offer a mix
- Not sure

Comments?

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**16. What is the typical length of stay in the accommodation for people you are supporting with an emergency housing need?**

- 1 to 5 nights
- 6 to 13 nights
- 2 to 4 weeks
- 1 to 3 months
- 3 to 6 months
- 6 months to a year
- more than a year
- No typical length, it varies
- Not sure

Comments?

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**17. If people typically stay longer in your emergency housing accommodation than initially offered, what are the main reasons for this?**

Select all that apply

- Complex needs that need to be addressed before transitioning
- No alternative housing to transition to (either social housing or private rental)
- Other (please specify)

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- Not sure

**18. After people leave the emergency housing accommodation part of your service, what on-going supports do you provide?**

Select all that apply

- Social work support
- Budgeting advice
- Counselling
- Parenting support
- Other (please specify)

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- None of these

# Users of your emergency housing

These questions will help us understand who your organisation is supporting with emergency housing and how they are referred to your organisation.

## 19. Which groups of people do you support with emergency housing?

Select all that apply

- No targeting
- Single pregnant women
- Women in family violence situations
- Single people
- Single males
- Youth (under 25 years old)
- Older people
- Young parents
- Families
- Refugees
- New immigrants
- Maori
- Pacific Peoples
- Ex-prisoners
- Disabled people
- People with mental health issues
- People with drug and alcohol issues
- Rough sleepers
- Other (please specify)

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## 20. Are there groups of people that are excluded from your emergency housing accommodation?

- No
- Yes (please specify)

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**21. How are people referred to your emergency housing service?**

Select all that apply

- Self-referrals
- Within your wider organisation
- Other community organisations
- Work and Income
- Housing New Zealand
- District Health Boards / Primary Health Organisations
- Doctors and other medical professionals
- Police
- Child, Youth and Family
- Other emergency housing organisations
- Schools or educational organisations
- Department of Corrections
- Other (please specify)

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**22. When people leave your emergency housing services where do they transition to?**

Select all that apply

- Social housing (via MSD's assessment process)
- Council accommodation
- Another community housing provider
- Private rental
- Family/ whanau
- Hospital
- Other residential treatment services
- Prison
- Child, Youth and Family care
- Boarding houses
- Camping grounds
- Other (please specify)

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- Not sure / we don't collect this information

# Funding for emergency housing

We are aware that financial support for emergency housing and related support services is often sourced from a number of organisations and channels. We want to get a good understanding of these arrangements as this will help us to consider any options for future funding arrangements to help put the sector on a more stable footing.

## 23. Do clients pay rent, board, fees or a voluntary contribution for their emergency housing accommodation?

Select all that apply

- Rent
- Board / fee for services
- Voluntary contribution
- No - they don't pay
- Not applicable

Comments?

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## 24. How much do you ask for in rent / board / fees for services or as a voluntary contribution?

This question is looking at how much individuals pay to stay in emergency accommodation. We recognise that different providers will have different cost models depending on the type of emergency accommodation they are delivering.

- The amount varies
- Nothing - we don't ask for rent, board, fees or a voluntary contribution
- Record the amount paid: the amount, the time period, and if it is per person/house/unit (eg \$10 per person per night)

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- Not applicable

**25. If board or a fee for services is included, what does this contribute towards?**

Select all that apply

- Don't ask for board or a fee for services
- Food
- Heating
- Power
- Cleaning
- Linen
- Support services
- Other
- Not applicable

**26. What are your sources of income that contribute to the accommodation you provide people with an emergency housing need?**

By accommodation we mean costs associated with the physical dwellings people stay in, including but not limited to, leasing the properties, maintenance costs, power, rates etc

Select all that apply

- Self-funded (ie from within the organisation)
- Users of emergency housing (ie through rent, board or voluntary contribution we receives
- Government departments (ie Ministry of Social Development, Ministry of Health, DHBs) (please specify)

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- Local government (ie City Council, Regional Councils) (please specify)

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- Charitable Trusts (please specify)

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- Lotteries funding
- Private businesses (ie philanthropic donations)
- Donations
- Other (please specify)

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- Not applicable

**27. From all the sources of income you selected above, what is the combined amount of income your organisation will receive for accommodation for the 2014/15 financial year?**

- Under \$50,000
- \$50,000 to \$99,999
- \$100,000 to \$249,000
- \$250,000 or more
- Not sure
- Not applicable



# About the other support your organisation provide

## 29. Which of these services does your organisation provide for people with an emergency housing need?

Select all that apply

- Social work support
  - Budgeting advice
  - Drug and alcohol counselling
  - Family violence support
  - Advocacy for housing matters
  - Case coordination
  - Other - please specify
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## 30. Which agencies or community organisations do you work with to get extra help for people in emergency housing?

Select all that apply

- Primary health care (GPs, District Nurses)
  - Mental health services
  - Disability support
  - Older person support
  - Work and Income
  - Child, Youth and Family
  - Budgeting services
  - Parenting support
  - Faith based organisations
  - Not-for-profit organisations
  - Other - please specify
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- None of these - we don't access support from other agencies / we don't provide other support

# Funding for other services

## 31. What are your sources of income for the services you provide people given emergency housing?

By services we means costs associated with providing assistance to families in emergency housing\$ including but not limited to, social work support, budgeting advice, counselling, etc.

Select all that apply

- Self-funded (ie from within the organisation)
- Users of emergency housing (ie through board or fees for services)
- Government departments (ie Ministry of Social Development, Ministry of Health, DHBs) (please specify)

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- Local government (ie City Council, Regional Councils) (please specify)

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- Charitable Trusts (please specify)

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- Lotteries funding
- Private businesses (ie philanthropic donations)
- Donations
- Other (please specify)

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- Not applicable

## 32. From all the income sources you selected above, in the 2014/15 financial year, what is the combined amount of income your organisation received for services?

- Under \$50,000
- \$50,000 to \$99,999
- \$100,000 to \$249,000
- \$250,000 or more
- Not sure
- Not applicable

**33. What is your annual expenditure on the provision of emergency accommodation and any support services that you offer?**

- Under \$100,000
- \$100,000 to \$249,000
- \$250,000 to \$499,000
- \$500,000 or more
- Not sure
- Not applicable

Comments?

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**34. What do you think of the current funding arrangements for emergency housing?**

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**35. Do you have any suggestions for how the current funding arrangements could be improved?**

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**36. Thank you for taking the time to provide feedback. Those are all the questions we have for you.**

**If you would like to share any other comments about emergency housing you can make them below.**

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