MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

26 August 2025

Tēnā koe

Official Information Act request

Thank you for your email of 19 June 2025, requesting information about emergency housing.

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 any correspondence (emails, texts, briefings, meeting notes, etc) between Hon Tama Potaka or his office and the Ministry of Social Development relating to domestic violence victims and their access to Emergency Housing. I'm particularly interested in anything from 1 July 2024 to now that discusses the issue of women being turned away from emergency accommodation.*

Three documents were found in scope of your request for correspondence between the Office of Hon Tama Potaka and the Ministry of Social Development (the Ministry). Please see the following documents attached:

1. 20250612 FW: Emergency Housing.
2. 20250613 One pager on family violence and emergency housing
3. 20250613 One pager on family violence and emergency housing ATTACHMENT

Please note that information that is not relevant to the request has been marked as out of scope.

Some information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in the release of this information.

- *I also request copies of any records showing when the Minister first raised this issue with MSD, including any back-and-forth or internal discussion that followed. This includes any advice he might have sought or given, and any resulting changes or clarifications to policy or guidance for staff working on the frontline.*

Hon Tama Potaka first raised this issue verbally at meetings with officials from the Ministry and the Ministry of Housing and Urban Development in mid-April 2025. There are no records that we can share with you as this directive was verbal. As such, your request for copies of any records showing when Hon Tama Potaka raised this issue with the Ministry is refused under section 18(e) of the Act, as this information does not exist.

Following the directive, the Ministry improved our guidance about emergency housing decisions and conversations. Please see attached the following documents:

4. Mahi and Manaaki – 24 June 2025.
5. Emergency Housing Resolution Framework
6. Emergency Housing Grant (EH Grant) process

Please note that information that is not relevant to the request is marked as out of scope.

Additionally, two presentations were made for Regional Directors:

7. Looking ahead – Enhancing the MSD Housing Practice
8. Emergency Housing Practice Update

There was no advice sought or provided to Hon Tama Potaka regarding this topic, following the directive.

The statement on slide 2 of the Document 7 *Looking ahead – Enhancing the MSD Housing Practice* "Current State: Some victims of family violence are being declined if they do not have a police report" is incorrect.

It should read "There have been claims from community groups and media that applicants for EH are being declined if they do not have a police report."

This follows concerns expressed by housing sector partners, during our regular engagement with them, that a small number of victims of family violence may have been declined assistance because they were unable to provide a Police report.

We have not been able to establish any instances in which this has happened.

An applicant should not be declined emergency housing for this reason.

The Ministry provided regional leaders and staff with additional guidance clarifying that the absence of a Police report in these circumstances should not disqualify people from receiving emergency housing.

- *In addition, I request copies of any internal MSD discussions or documents about concerns raised regarding domestic violence survivors being declined access to Emergency Housing during this period.*

The only communications found in scope of this section of your request are communications following media queries.

The internal communications regarding these media requests are refused 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.

Please instead see attached the following documents, which are the final versions of the internal communications refused above:

9. MSD Media and Social Media Log - Thursday, 3 April 2025
10. MSD Media and Social Media Log - Wednesday, 21 May 2025
11. MSD Media and Social Media Log - Thursday, 5 June 2025
12. MSD Media and Social Media Log - Wednesday, 11 June 2025
13. MSD Media and Social Media Log - Thursday, 12 June 2025
14. MSD Media and Social Media Log - Tuesday, 24 June 2025

Information that is not relevant to the requested topic is marked as out of scope.

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.

If you are not satisfied with my decision on your request regarding emergency housing, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui

Anna Graham
General Manager
Ministerial and Executive Services

Out of scope [redacted]

From: Marley Phillips s9(2)(a) [redacted]
Sent: Thursday, June 12, 2025 12:22 PM
To: Alastair Reith s9(2)(a) [redacted]@msd.govt.nz>; Yurika Nishiyama s9(2)(a) [redacted]@msd.govt.nz>
Cc: Media (MSD) <media@msd.govt.nz>; DCE_SD_Advisors (MSD) <DCE_SD_Advisors@msd.govt.nz>; i_request (MSD) <i_request@msd.govt.nz>; Euan Alexander s9(2)(a) [redacted]
Subject: RE: Emergency housing

Thanks team

We will old fire

M

From: Alastair Reith s9(2)(a) [redacted]@msd.govt.nz>
Sent: Thursday, 12 June 2025 12:17 PM
To: Yurika Nishiyama s9(2)(a) [redacted]@msd.govt.nz>; Marley Phillips s9(2)(a) [redacted]
Cc: Media (MSD) <media@msd.govt.nz>; DCE_SD_Advisors (MSD) <DCE_SD_Advisors@msd.govt.nz>; i_request (MSD) <i_request@msd.govt.nz>; Euan Alexander s9(2)(a) [redacted]
Subject: RE: Emergency housing

IN-CONFIDENCE

We've had the same query, I'm about to call Glenn. As you say, it's the same thing as Thomas Manch's query earlier in the week, but I'll see if Glenn is willing to share any more details.

At a certain point it would be reasonable for us to get a bit of who/what/where/when, so we can actually look into these reports…

Alastair Reith – Lead Advisor, Media

CELL s9(2)(a) [redacted] | DDI s9(2)(a) [redacted] | media@msd.govt.nz | www.msd.govt.nz
Ministry of Social Development, Te Manatū Whakahiato Ora
Aurora Centre, 56-66 The Terrace, PO Box 1556, Wellington 6140

(If this was a media response): *This reply addresses the information you requested. You have the right to ask the Ombudsman to investigate and review our response. In the event a request for some or all of your request for information has been declined, please click here for more information about the reason why. Please also note that requests for comment are not requests under the OIA.*

From: Yurika Nishiyama s9(2)(a) [redacted]@msd.govt.nz>
Sent: Thursday, June 12, 2025 12:06 PM
To: s9(2)(a) [redacted]
Cc: Media (MSD) <media@msd.govt.nz>; DCE_SD_Advisors (MSD) <DCE_SD_Advisors@msd.govt.nz>; i_request (MSD) <i_request@msd.govt.nz>; Euan Alexander s9(2)(a) [redacted]
Subject: RE: Emergency housing

IN-CONFIDENCE

Confirming receipt, I'll come back to you

Yurika Nishiyama | DCE Advisor, Service Delivery
Email: s9(2)(a) [redacted]

From: Marley Phillips <s9(2)(a) [redacted]
Sent: Thursday, June 12, 2025 12:05 PM
To: Yurika Nishiyama <s9(2)(a) [redacted]@msd.govt.nz>
Cc: Media (MSD) <media@msd.govt.nz>; DCE_SD_Advisors (MSD) <dce_sd_advisors@msd.govt.nz>; i_request (MSD) <i_request@msd.govt.nz>; Euan Alexander s9(2)(a) [redacted]
Subject: FW: Emergency housing

Kia ora Yurika,

We have received the below media query which is like the one MSD responded to yesterday. (attached)

I have sent this through to Jared our Press sec, however wanting to check if MSD have anything else they can add, such as has MSD sent reminders out to staff etc that staff are following policy etc?

Once something is drafted here – I will send through for fact checking

Marley Phillips | Acting Private Secretary – Housing (Social Housing) | Office of Hon Tama Potaka
Minister of Conservation | Minister for Māori Crown Relations | Minister for Māori Development | Minister for Whānau Ora
Associate Minister of Housing | MP for Hamilton West

M: s9(2)(a) [redacted]
E: s9(2)(a) [redacted]
Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

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From: Jared Nicoll <s9(2)(a) [redacted]>
Sent: Thursday, 12 June 2025 11:44 AM
To: Huriwai Paki <s9(2)(a) [redacted]>; Cole Blair s9(2)(a) [redacted]; Marley Phillips s9(2)(a) [redacted]
Subject: Re: Emergency housing

Kia Ora Marley
Can we please get a strong clear response from MSD for this query?
I remember you guys had a similar query the other day.
Jared

From: Glenn McConnell <glenn.mcconnell@stuff.co.nz>
Sent: Thursday, June 12, 2025 11:25 AM
To: Olivia Westley s9(2)(a) [redacted]; Jared Nicoll s9(2)(a) [redacted]
Subject: Emergency housing

Kia ora kōrua,

I'm not sure whose office is best placed to respond to this - so looping you both in.

Last week in question time, the prime minister was asked why women escaping domestic violence were "no longer eligible for emergency accommodation". The prime minister said that was "not happening".

However, I have spoken with a number of social service charities, including Women's

Refuge, which have said that is happening.

Some of these reports have included:

- Women being refused emergency housing grants despite arriving at MSD meetings with a Refuge support worker.
- Women being told they need to have filed police reports if they are claiming they need housing to leave an abusive household.
- A woman being told that they have contributed to their homelessness because they left accommodation (which the woman said was abusive), and therefore they do not meet the emergency housing criteria.

These reports are not isolated to individual Work and Income offices, and come from front line support workers from across the country.

My questions are:

- Will a minister investigate why there are reports from across the country that people fleeing domestic violence are being denied emergency housing?
- Does the Government expect that emergency housing will be available to everyone needing it as a result of domestic violence?
- If it is policy that victims of domestic violence should be eligible for emergency housing, will the Government clarify that policy with the ministry's front line staff?

I'm working to file this story by the end of today.

Ngā mihi,
Glenn

--
Glenn McConnell
Political Journalist • Kaipūrongo Tōrangapū
Host of *He'll Be Right*, and *Tribal*

M s9(2)(a) [redacted] | **PO Box** 2595, Wellington, 6140
Stuff, Press Gallery, Parliament Buildings, Room G-058a

From: Yurika Nishiyama
To: Marley.Phillips@parliament.govt.nz
Cc: Kamal Acharya
Subject: One pager on family violence and emergency housing
Date: Friday, 13 June 2025 3:21:00 pm
Attachments: One pager family violence emergency housing .docx

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Hi Marley,

As discussed, I've attached some backpocket notes in relation to family violence victims seeking emergency housing just in case.

Yurika Nishiyama | DCE Advisor, Service Delivery
Email: s9(2)(a) [redacted]@msd.govt.nz
Phone: s9(2)(a) [redacted]

Emergency Housing and Family Violence Backpocket notes

- Staff guidance and MAP clearly state that eligible clients who leave housing due to family violence are **not considered to have contributed to their immediate housing need**.

- **Case Manager Responsibilities:** Case managers are expected to respond immediately to any concerns of family violence. They are supported by:

  - **Family Violence Coordinators** – providing mentoring, advice, and debriefing. In Auckland, FVRCs will bring cases to managers attention if Refuge are not able to accommodate.
  - **Access to local services** – ensuring clients are referred to approved providers and receive the necessary safety and support information.

- Anecdotally, Women's Refuge refer people to MSD for product, services and sustainable housing needs. MSD staff work closely with Women's refuge to find solutions for the person's situation.

- When a client presents on their own disclosing FV, they may be asked if they have reported it to Police to see if appropriate supports have been put in place. If they have not, the offer is made to connect them with our FVRC's who can advise them of support available and help arrange safety plans.

- TH options are explored first and cases can be escalated to TH providers for a same day assessment and placement. If same day outcome is not possible EH is supported while TH referral is followed up.

- Where someone cites family harm as a reason for needing EH but is unable to immediately evidence that harm (e.g. a Police report), we encourage staff to use their discretion to grant assistance for 1-3 nights to allow time for the person to gather that information.

- MSD has taken the opportunity to reiterate the EH policy settings and service expectation in respect of victims of domestic violence with MSD regional leaders and staff.

Key Media lines:

- Our policy is that if someone leaves their housing due to family violence, they **will not** be considered to have contributed to their immediate emergency housing need.
- We would be extremely concerned if someone was declined emergency housing support for this reason.
- It is important to note the rate of emergency housing declines is influenced by the availability of alternative accommodation such as transitional housing. Where there are more suitable alternatives that meet the person or household's needs, they will be declined EH and referred to that option.

Out of scope

[redacted]

Mahi and Manaaki: 24 June 2025

4 min read

Remember, there are two People Leader Hauora Sessions this week you can join if you want to learn new skills for confidently dealing with critical incidents. They're taking place today and on Thursday, covering the same content. Find out more in a previous Mahi and Manaaki.

In this edition

Service Delivery

- Updated Emergency Housing Resolution Framework: what's changing
- Standardising case manager calendars
- Changes for CSRs and CPOs when rescheduling client appointments
- Want to know more about the quality of your team's work?
- Strength-based conversations with clients

Service Delivery

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

Out of scope

[redacted]

From: MahiandManaaki (MSD) <mahiandmanaaki@msd.govt.nz>
Sent: Tuesday, June 24, 2025 8:21 AM
Subject: Mahi and Manaaki - 24 June 2025

Mahi and Manaaki - Support the wellbeing and success of your people

Remember, there are two People Leader Hauora Sessions this week you can join if you want to learn new skills for confidently dealing with critical incidents. They're taking place today and on Thursday, covering the same content. Find out more in a previous Mahi and Manaaki.

Note: we've only got updates today for Service Delivery leaders.

Service Delivery

- Updated Emergency Housing Resolution Framework: what's changing
- Standardising case manager calendars
- Changes for CSRs and CPOs when rescheduling client appointments
- Want to know more about the quality of your team's work?
- Strength-based conversations with clients

Ministry of Social Development

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]** .

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: Address any concerns of family violence immediately.

Note: If there is family violence or concerns of this, it must be addressed immediately.

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]** .

Establishing an Immediate EH need

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] .

Considering an Emergency Housing Grant (EH Grant)

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]

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] .

When an EH Grant is Granted

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]

For more information, See **Map** [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] .

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 [escalation pathway [http://doogle/documents/resources/helping-clients/procedures-manuals/emergency-housing/decline-escalation-pathway.pdf]](http://doogle/documents/resources/helping-clients/procedures-manuals/emergency-housing/decline-escalation-pathway.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

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.

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]](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) .

Content owner: Housing **Last updated:** 05 June 2025

Home » Resources & Tools » Helping Clients » Procedures and Manuals » Emergency Housing index » **Processing an EH grant**

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

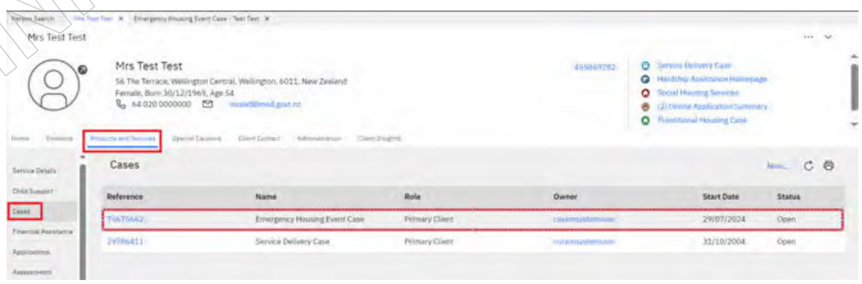
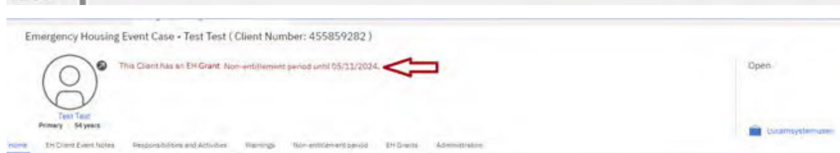
When granting or declining an initial EH grant, always check for an existing EH event case under **Products and Services > Cases.** If none exists, create one by selecting **New > Emergency Housing Event Case > Save**.

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://doogle.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	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) 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.
2.Check if they have an existing EH event case and an active non entitlement period for EH	For clients already in EH or have been in EH before 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. From the client's profile in CMS, look at the top right hand corner to identify if there is an existing **Emergency Housing Event Case** and click on it. Another way to check is to click on **Products and Services > Cases** and locate if there is an existing **'Emergency Housing Event Case'** You can also click on 'Emergency Housing Event Cases' tab to see a list of all EH event cases the client has had 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.   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 'Applying Limited Circumstances process'. 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. **Note:** 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.
3. Confirm if they need to verify their identify in person with an MSD staff member Processing standards - HIYA homepage - MSD Confluence [https://doogle.ssi.govt.nz/community/display/HIYA/Processing+standards] Client identification - Doogle (ssi.govt.nz) [https://doogle.ssi.govt.nz/resources/helping-clients/processing-standards/identification-client-01.html]	They may need to verify their identity in person when: • They have uploaded primary ID via MyMSD • They have no primary ID on file • They have a benefit application on hold Note: ID is not required to be verified for one-off assistance but manager sign-off is needed for any hardship payment where primary identification is not held for the client. [https://doogle.ssi.govt.nz/community/display/HIYA/How+to+grant+hardship+payments]

4. Assessing qualifications for EH grant MAP: Qualifications for emergency housing [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/qualifications-for-emergency-housing.html]	The client must meet all the qualifications [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/qualifications-for-emergency-housing.html] to get an EH grant. If you are **not satisfied** 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. **Note:** Please refer to 'Supporting Evidence Guidance' [https://doogle.ssi.govt.nz/documents/resources/helping-clients/procedures-manuals/emergency-housing/eh-supporting-evidence-guidance.pdf] for more information and examples of the types of supporting evidence you may want to consider asking for. **Note:** 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.
5. Assessing immediate EH need HIYA: Emergency Housing Screening [https://doogle.ssi.govt.nz/community/display/HIYA/Emergency+Housing+screening] MAP: Immediate emergency housing need [https://doogle.ssi.govt.nz/map/definitions/immediate-emergency-housing-need.html]	**Screening Pre-Emergency Housing (Contact Centre and FOH)** If you are screening clients for Emergency Housing, you must follow the process in HIYA. **When assessing the client's immediate need (Case Managers)** 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. Some prompts that may help guide your conversation with the client are: • Tell me about your situation. • What has happened to cause you or your family to leave your home? • Have you looked at staying with other family or friends? We may be able to help pay for some of those costs.
6. Exploring other options Doogle: Transitional Housing [https://doogle.ssi.govt.nz/whats-on/projects/social-housing/social-housing-reform-programme/projects/transitional-housing.html] Map: Housing Support Products [https://doogle.ssi.govt.nz/map/income-support/extra-help/housing-support-products/index.html]	Discuss any other alternative options we can offer the client in the short or long term. • Check if transitional housing is available using the THVMT tool. If it is available, go to Step 6. • 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). • Consider setting up a rent redirection so they don't fall behind on rent payments. You should process above options for the client if they qualify for them and where it is appropriate. **Note:** The EH grant must still be processed and declined if other supports are used to resolve the clients need for EH.
7. Transitional Housing Doogle: THMVT Tool [https://doogle.ssi.govt.nz/whats-on/projects/social-housing/social-housing-reform-programme/projects/temporary-housing-vacancy-management-tool.html] Doogle: Transitional Housing provides referral [https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/social-housing/transitional-housing-referral.html] MAP: Transitional housing funded by HUD [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/transitional-housing-funded-by-hud.html] Housing Privacy Consent Form - also used for transitional housing [https://www.workandincome.govt.nz/documents/providers/housing-providers/public-housing-providers/sharefile-forms/housing-privacy-consent-form-interactive.pdf]	If suitable transitional housing is available, follow your BAU referral process and discuss the security deposit process with the client. **Advise the client that when they are placed in transitional housing:** • they will be able to stay with the provider while they find longer term accommodation • the provider will work with them to identify longer term accommodation options, • 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), • 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, • 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. **Risk Assessment - Sharing client information** Give the client the Housing Privacy Consent Form [https://www.workandincome.govt.nz/documents/providers/housing-providers/public-housing-providers/sharefile-forms/housing-privacy-consent-form-interactive.pdf] 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. 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. **Note:** If the client has moved into Transitional Housing, you will need to remove their EH fast-track. Client's staying in Transitional Housing do not qualify for the EH fast-track [https://doogle.ssi.govt.nz/map/social-housing/assessment-of-eligibility/households-in-emergency-housing.html] . You must follow the 'Removing EH fast-track process' [https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/identifying-clients-no-longer-eligible-for-the-eh-fast-track.html] in Doogle to remove the EH fast-track
8. Assess full and correct entitlement (FACE)	If the client is a beneficiary: • Check the clients benefit breakdown. • Have they had a recent change in circumstances? • Re-assess client's financial assistance qualifications in DREW and discuss any potential changes. If the client is a non-beneficiary: • Check if they qualify for any financial assistance in DREW and discuss how they apply.
9. Immediate emergency housing need established	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

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.

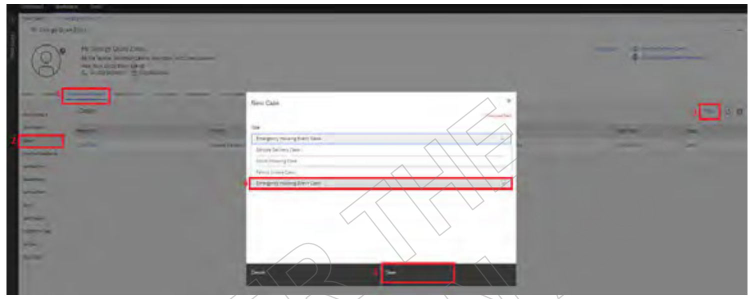
You must ensure the client understands the following (not an exhaustive list):

- 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.

10. Determine if this is a new EH event, and open new Emergency Housing Event Case

MAP: New emergency housing events [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/new-emergency-housing-events.html]

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**



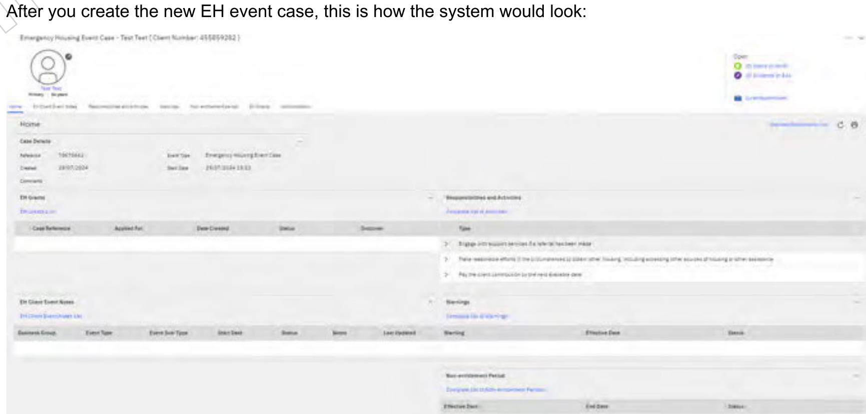
The new EH event case is where you will manage the new responsibilities framework and see a quick view of the client's housing situation.

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.

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]

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

12. Discuss EH responsibilities and activities

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

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

housing/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://doogle.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

Doogle: Process for recording security deposit pre-approval and making a claim [https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/security-deposit.html#Processforpayingasecuritydeposittoanemergencyhousingprovider5]

MAP: Security Deposit required for EH, TH or CEH [https://doogle.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.

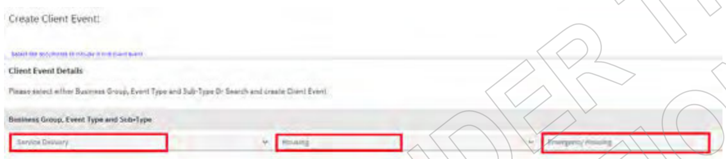
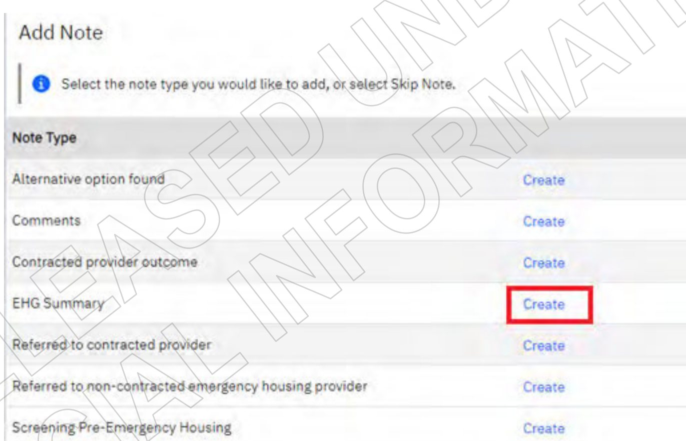
14. Sharing the accommodation/Splitting the EH grant payment	**Where the cost of EH grant can be split:** The EH grant cost can only be split between clients sharing accommodation when they are not in a relationship with each other (e.g. an adult client sharing EH with their adult child). Discuss with the client how they want the payment to be split. Each client still needs to apply for EH grant in their own right. **Where the cost of EH grant cannot be split:** You **cannot split** 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). **Note:** 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.
15. Determine if an EH grant should be declined or granted MAP: When MSD can decline as EH grant [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/when-msd-can-decline-an-emergency-housing-grant.html]	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://doogle.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	If the client is a non-beneficiary and they have no SWIFTT record you will need to register them as non-bene before completing the steps below. To create EH hardship assessment in CMS: • Select Hardship Assistance Homepage • Select Create Application then enter the following o **Need:** Emergency Housing o **Amount:** EH accommodation cost o **The reason the client needs the assistance** • Select Create Application • Click Save • Select Application Questions to start the assessment Complete the application level questions
2. Searching and selecting a Supplier MAP: Emergency Housing supplier standards [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/emergency-housing-supplier-standards.html]	Complete a **Search and Select** a Supplier by following below steps: • Go to **Shortcuts menu** in CMS • Navigate to the **Housing** drop-down and • Select **Emergency Housing Supplier Search** • You can **search by:** ◦ Supplier name ◦ Address ◦ Supplier ID ◦ Town/City or Suburb ◦ EH Standard Status: select **Opted-In** from the drop down list • Click **Search** • Once you have located your Supplier, copy the Supplier ID by using the Copy ID function. You The search results will automatically populate a list of the **opted-in** suppliers in your area. **Note:** The process to search and select a **Non-Opted in** supplier is the same as above except when you get to the EH Standard Status select **Not Opted-In.** You need to refer to MAP to confirm when an exception applies for granting. If you need to complete a new search, then click the **Reset** button and repeat the steps above.
3. Update CMS – Address Details Doogle: Correspondence process for clients with no fixed abode or who are in emergency housing [https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/no-fixed-abode-and-emergency-housing-correspondence-process.html]	You need to make sure you update the client's contact details in CMS to show that they have moved from their previous address. To do this: • Navigate to the client homepage • Select 'Evidence' tab • Select 'Contact Details' • Select 'Addresses'

	• Select 'New' and add the updated address **If the client has an agent:** 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. **Note:** 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.
4. Need Specific Application Questions MAP: Not opted-in suppliers are available [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/no-opted-in-suppliers-available.html] MAP: Not opted-in supplier is the most appropriate [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/not-opted-in-supplier-is-the-most-appropriate-option.html] MAP: Supplier standards exceptional circumstances [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/supplier-standards-exceptional-circumstances.html]	Answer the Needs Specific Application Questions. **Supplier Details** • Is there a Supplier identified for this application? select yes • Paste the Supplier ID/CUR number • Select Next If you select no, you won't be able to process application through to grant. 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. CMS will either recommend a **Grant** or **Decline** outcome depending on the reason you have selected a **not opted-in** supplier. When you select the following reason types, CMS will recommend an approval: • There are no 'Opted-in' Suppliers available • The 'Not Opted-in' Supplier is the most appropriate option When you select 'None of the above apply', CMS will recommend a decline **When is the accommodation needed?** • Enter check-in date • Enter check-out date • Enter how much the emergency housing accommodation is going to cost • Select Next
5. Contribution Details – client is a **beneficiary** MAP: Paying emergency housing contribution by dates or dates determined by MSD [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/paying-emergency-housing-contribution-by-date-or-dates-determined-by-msd.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]	For Contact Centre, skip this step. This will be done by the Case Manager at a follow up appointment. For Case Managers: If the client is a beneficiary, the EH grant assessment in CMS will: • Calculate the EHC daily rate • Add the contribution and re-direction in SWIFTT • Generate a calculations summary On this screen: • Is the income correct? • Did you add gross or net income? • Does the income match the total declared income with the client net income? • Is the FTC correct? • Does FTC match the number of children in clients care? • Is the daily rate, correct? **EHC payment period** Check the **'contribution from'** is **either** the check in date or the date following the 7th night in emergency housing, **whichever is later.** The EHC should only be calculated after the first 7 nights in Emergency Housing accommodation. 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
6. Contribution Details – client is a non beneficiary MAP: Paying emergency housing contribution by dates or dates determined by MSD [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/paying-emergency-housing-	For Contact Centre, skip this step. This will be done by the Case Manager at a follow up appointment. For Case Managers: If the client is a non-beneficiary, you **must** discuss repayment methods with the client and **make sure** they understand they **must** repay the contribution amount and by when. **Note:** Best practice is to set up the client contributions to occur weekly, regardless of the client's pay

contribution-by-date-or-dates-determined-by-msd.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]	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 SWIFTT This will show in the **DEBT INQUIRY** screen on SWIFTT **EHC payment period** The EHC should only be calculated for the period following the 7th 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]	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 **Spilt 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: 1. From the **Hardship Assistance Application** screen 2. Select **Manage Recommendation** 3. Select **Application Recommendation** 4. Check the correct Supplier has populated from the **Supplier Details** screen in the Hardship application 5. Add the date and quote reference 6. 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]	Refer to Decline Reasons Resource [https://doogle.ssi.govt.nz/documents/resources/helping-clients/procedures-manuals/emergency-housing/eh-decline-reasons.pdf] contains a list of dropdown options available for the 'Decline Reason' field when declining an application in CMS.
10. Application Summary	The application summary screen details the payment summary and the contribution and redirection(s) that will populate into SWIFTT. You will have the option to either select: • Continue – which will populate the contribution and redirection(s) into SWIFTT, or • X- which will not populate the contribution and redirection(s) into SWIFTT. 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]

	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 **unable** to create which you will have to either manually or arrange a manual payment for.
11. Application summary of IEG questions and other data points	When the application is complete, the system automatically generates a summary of the questions answered. **Important:** 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. You can locate the automatically generated Emergency Housing summary here within the clients EH event case under EH grants:  Copy and paste into the Hardship Application Comments
12. EH grant Summary CEN	You must also copy and paste this summary in 'Step 11' into the client event note called 'EH grant Summary'. **Go to Service Delivery >Housing >Emergency Housing >EH grant Summary**  
13. Redirections [MAP: Insufficient income to cover EHC](https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/insufficient-income-to-cover-contribution.html) [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/insufficient-income-to-cover-contribution.html] [MAP: Changing and ending redirections for EHC](https://doogle.ssi.govt.nz/map/income-support/core-policy/redirection-of-benefit-payment/changing-and-ending-redirections-for-emergency-housing-contribution.html) [https://doogle.ssi.govt.nz/map/income-support/core-policy/redirection-of-benefit-payment/changing-and-ending-redirections-for-emergency-housing-contribution.html]	**If the client is a beneficiary,** advise them of the total amount, the redirection amount and when it will come out of their benefit. **Manually paying:** 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. 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. If there are still **not enough funds**, advise the client they will need to pay this manually. You may need to set up a payment arrangement with the client. **Note:** If a client is only receiving OB/UCB, CCS, CDA or portable payment they will need to pay the contribution manually. **If the client is non-beneficiary or a student,** you need to advise them of the total amount and that they will need to arrange a manual payment. Let the client know that they must add the following reference to their payment. **The letter 'E' and their SWN with no spaces (e.g., 123456789)**
14. Reassess A/sup, TAS and/or SPB.	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. A/Sup will need to be suspended from the date the client enters EH. TAS/SBP needs to be reassessed from the same date.

	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.
15. EH hardship letter – grant approved, or grant declined	The EH Hardship letter, stating an approval or decline, will automatically generate from the EH hardship grant. Refer to letter **1. Emergency Housing Hardship Letter - Approved** If the client has attended a **face to face appointment** you need to print the letter and the Emergency Housing what you need to know (Client Guide) [https://doogle.ssi.govt.nz/documents/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-client-guide-v6.pdf] (if initial EH grant) and give them to the client. **Phone appointment** If the client appointment has been completed over the **phone** and/or they have no fixed abode and they **don't** 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. 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.
16. Book follow-up appointment	Book a follow up face-to-face appointment in Q-Manager for **before** the end of the current EH stay.
17. EH Responsibilities letter	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 If this is the initial grant, refer to letter **2. Initial Emergency Housing Responsibilities Letter** If this is a subsequent grant, or if the initial grant is longer than 7 nights, refer to letter **3. Emergency Housing Responsibilities Letter** If the client has attended a **face-to-face appointment** you need to print the letter and give it to the client. **Phone appointment** If the client appointment has been completed over the **phone** and/or they have no fixed abode and they **don't** 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. 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.
18. END OF PROCESS	CLICK HERE TO GO BACK TO TOP [https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html]

Responsibilities and setting agreed activities at subsequent grants

Step	Process
1. Open client's EH event case	From the client's profile in CMS, look at the top right hand corner to identify if there is an existing **Emergency Housing Event Case** and click on it. Another way to check is to click on **Products and Services** > **Cases** and locate if there is an existing **'Emergency Housing Event Case'** You can also click on 'Emergency Housing Event Cases' tab to see a list of all EH event cases the client has had
2. Discuss responsibilities, set activities, agree to those activities MAP: Emergency housing responsibilities [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/emergency-housing-responsibilities.html]	The three responsibilities in EH are: • engage with support services (if a referral has been made) [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/engage-with-support-services.html] , • make reasonable efforts in the circumstances to access other housing, including accessing other sources of assistance, [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/making-a-reasonable-effort-to-get-other-housing.html] • pay the Emergency Housing contribution by the date or dates determined by MSD [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/paying-emergency-housing-contribution-by-date-or-dates-determined-by-msd.html] These responsibilities apply to every EH grant from the client's 8th night (inclusive) in EH. This means from (and including) the 8th night, the responsibilities will apply to the client and they must complete their agreed activities by their next appointment/application for EH grant. 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. Note: Please refer to 'Responsibility and Activity Guidance' for more information on what types of activities you can set for each responsibility. 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. Requesting further supporting evidence upfront from the client when setting activities 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.
3. Navigate to the responsibilities and activities tab	All 3 responsibilities will automatically load in CMS within the EH event case.

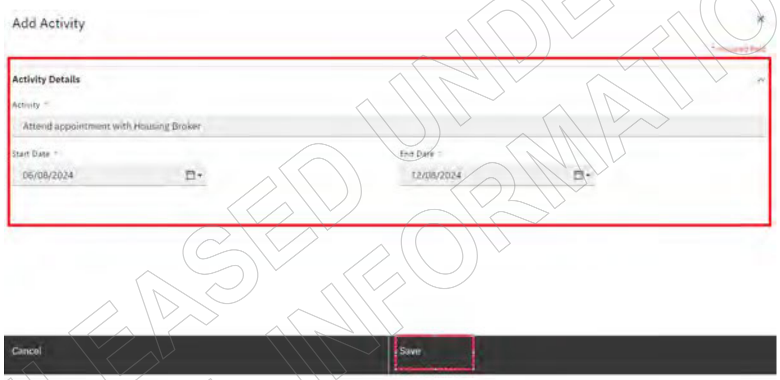
4. Add the activities under the correct responsibilities

Add the activities under the correct responsibilities

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 8th 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.



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.'

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

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.

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.

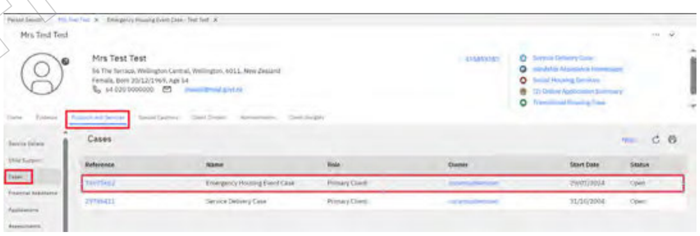
When to use Activities - Delete Function

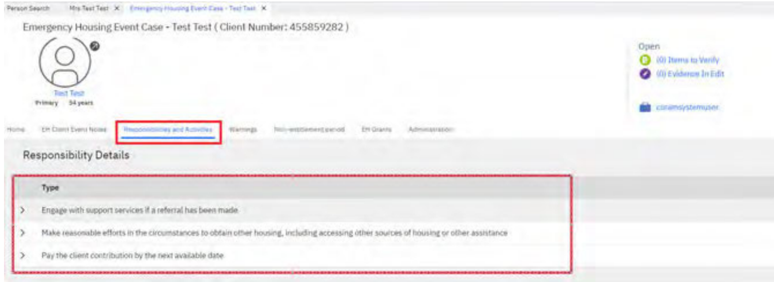
You would typically use the Delete Activity function if you have accidentally added the activity against the wrong responsibility or even against the wrong EH Event Case for a client.

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

	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"
6. Create letter	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 - New EH letters [https://doogle.ssi.govt.nz/documents/resources/helping-clients/procedures-manuals/emergency-housing/eh-new-letters-26-aug.pdf]) 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 • Update postal address in CMS • Generate letter 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. 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" Once you have actioned above, go to 'Processing EH application in CMS to grant or decline'
7. END OF PROCESS	CLICK HERE TO GO BACK TO TOP [https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html]

Check responsibilities are being met from night 8 and adding warnings

Step	Process
1. Re-assess immediate EH need	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'. Once you have re-established the client still has an immediate EH need and they meet all other qualifications, continue to Step 2.
2. Open existing EH event case	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 **Emergency Housing Event Case** and click on it. Another way to check is to click on **Products and Services** > **Cases** and locate if there is an existing **'Emergency Housing Event Case'** You can also click on **'Emergency Housing Event Cases'** 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  You need to look at the EH Event Case start date, this start date will also be visible within the EH event case homepage. 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.
3. Open the existing responsibilities and activities tab	All three responsibilities will automatically load for every EH event case along with the activities that were already added to them.



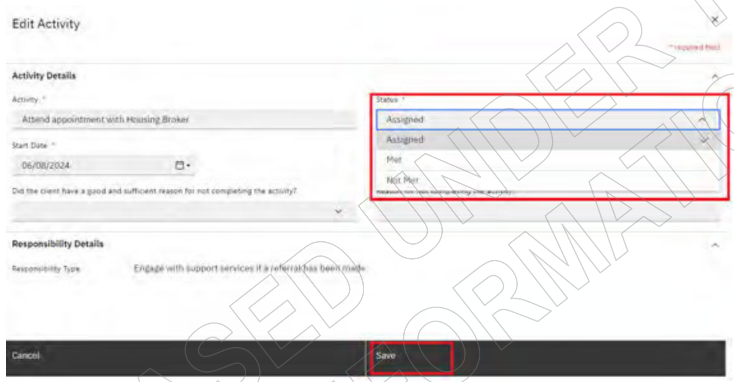
Within the Responsibilities and Activities tab, you will see the activities that were set for the client. There are tabs here where you can filter the Activities by statuses as follows:

- 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'



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.

4. Assess if a warning needs to be issued

[MAP: Warnings for failing to meet responsibilities [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/warning-for-failing-to-meet-responsibilities.html]](https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/warning-for-failing-to-meet-responsibilities.html)

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

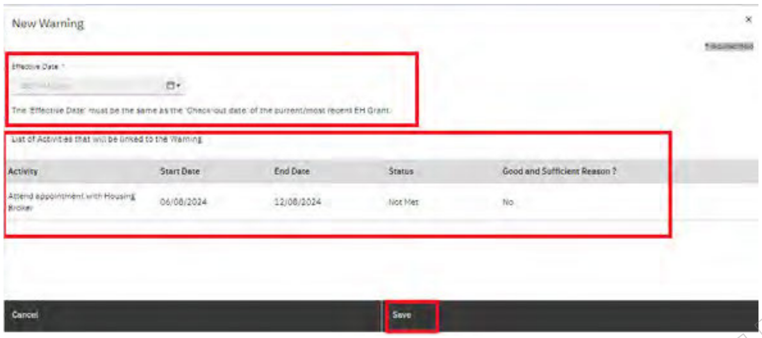
If the client already has 2 warnings in the system, go to issuing the non-entitlement period process

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

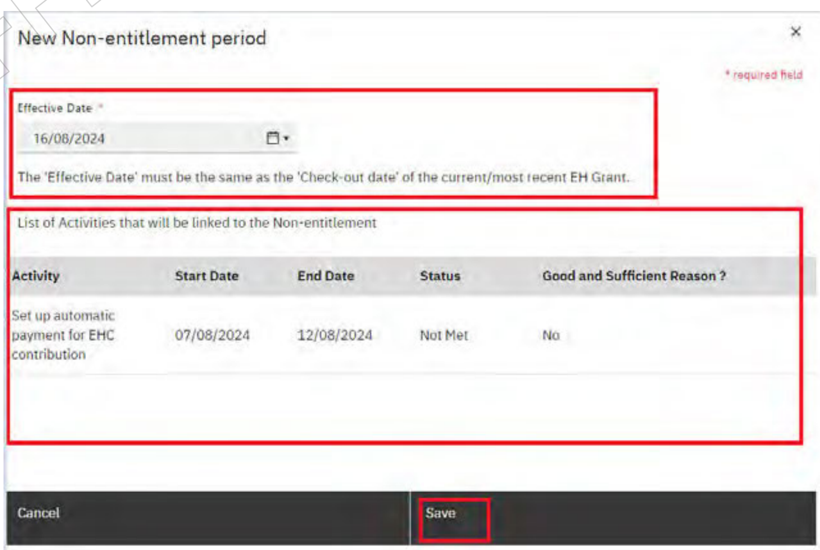
If no warning applies, go to Step 6.

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.’

	Add a warning by going to Warnings tab > New • Enter the effective date for warning = this must be the same as the 'Check-out date' for the current/most recent EH grant • 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 • 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. 
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	CLICK HERE TO GO BACK TO TOP [https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html]

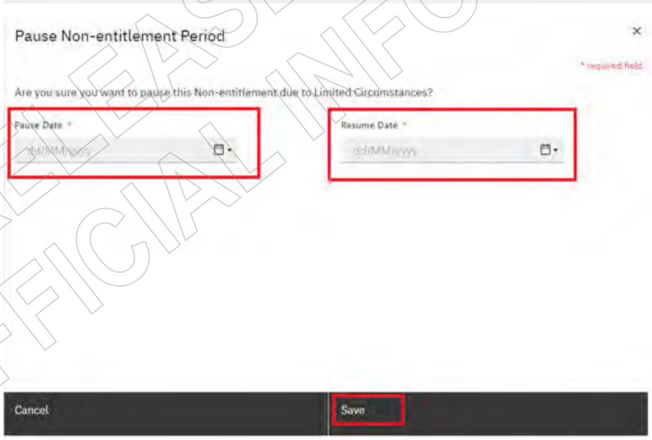
Issuing non-entitlement period for EH

Step	Process
1. Establish whether a non-entitlement period should be issued MAP: 13 week NEP for EH [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/13-week-non-entitlement-period-for-emergency-housing.html]	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. 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. **Before you advise your client that you may be issuing a non-entitlement period, you should let your Manager know.**
2. Issue non-entitlement period in CMS	Add a non-entitlement period by going to **Non-entitlement period tab > New** • Enter the effective date = The 'Effective Date' must be the same as the 'Check-out date' of the current/most recent EH Grant'. • Click Save  **Note:** 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.

3. Remove the EH fast-track (if they have one)	When the client has been issued a non-entitlement period, you must ensure you remove their EH fast-track (if they have one). You **must** add the structured CEN '**CIC - Client may no longer be eligible/want FT**' Go to **Service Delivery** > **Housing** > **Fast Track EH 12+ weeks,** click **Save & Complete** then click create next to '**CIC - Client may no longer be eligible/want FT**' Scroll down to **'Ineligibility Reason'** and select the drop-down option of **'13 week non-entitlement period'** Add any further notes if relevant into the Comments. You must follow the 'Removing EH fast-track process' [https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/identifying-clients-no-longer-eligible-for-the-eh-fast-track.html] in Doogle to remove the EH fast-track. **Note:** 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.
4. Explain to the client what happens during their non-entitlement period MAP: 13 week NEP for EH [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/13-week-non-entitlement-period-for-emergency-housing.html]	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. During their non-entitlement period: • their non-entitlement period is from dd/mm/yy to dd/mm/yy, • they are ineligible for EH grant during this period and there is no opportunity to re-comply, • 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 • they cannot be referred to TH by MSD (they can self-refer, or be referred by another 3rd party) • their EH fast-track will be removed if they have any 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.
5. Create letters	Generate the letter **5. Emergency Housing Non-entitlement period letter** You will need to create **5. Emergency Housing Non-entitlement period letter** from the clients EH Event Case, click on the three dots and launch 'New Letter' option Once you have actioned above go to 'Processing EH application in CMS' to decline EH grant' and process an '**EH grant Hardship decline'** letter. Provide both to the client.
6. END OF PROCESS	CLICK HERE TO GO BACK TO TOP [https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html]

Applying limited circumstances

Step	Process
1. Assess if the client meets the criteria for limited circumstances MAP: Limited circumstances during NEP for EH [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/limited-circumstances-during-non-entitlement-for-emergency-housing.html] MAP: Examples of limited circumstances [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/limited-circumstances-during-non-entitlement-for-emergency-housing.html]	Assessing Limited Circumstances involves a three-step assessment where you must assess whether the client: • is facing a crisis situation that is beyond their control, and • has two or more risk factors, and • is at risk of current or near-term harm. 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. If you are satisfied that the client meets the criteria for limited circumstances, continue processing. If you are **not satisfied** 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. 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. **Note:** Please refer to 'Supporting Evidence Guidance' [https://doogle.ssi.govt.nz/documents/resources/helping-clients/procedures-manuals/emergency-housing/eh-supporting-evidence-guidance.pdf] for more information on the types of supporting evidence you can request. If this is not the client's initial EH grant under limited circumstances **skip to Step 5**
2. Recommendation to either grant or decline under limited circumstances	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: • notify your manager so they can seek approval from Regional Director if this is the client's initial EH grant under limited circumstances. • 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 **Note:** The applicant's partner can still be included in the client's EH grant under limited circumstances. **Note:** 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).

3. Notify your manager so they can seek approval from Regional Director if this is the client's initial EH grant under limited circumstances.	Notify your manager of the client's situation and discuss why you are recommending either a grant or decline under limited circumstances. Make any necessary changes to your recommendation if required after your discussions
4. Manager to seek approval from Regional Director	Approval Pathway Steps for manager to seek approval from Regional Director (RD) **1.** The manager emails the RD (must include staff member) using the email template in Appendix E **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. **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. **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.
5. Pause non-entitlement period for EH MAP: Paying an EH grant when limited circumstances apply [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/paying-an-emergency-housing-grant-when-limited-circumstances-apply.html] MAP: Examples of limited circumstances [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/examples-of-limited-circumstances.html] MAP: Determining when limited circumstances no longer apply [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/determining-when-limited-circumstances-no-longer-apply.html]	You can pause the non-entitlement period for EH going to non-entitlement period tab within the EH event case. • 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. • The **pause date** must be the check in date of the grant • The **resume date** must be the checkout date of the grant.   **Note:** Pausing the non-entitlement period for EH only applies to emergency housing. You must not do anything to the non-entitlement period for benefits. **When to use Pause/Resume Date Delete function** 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
6. No responsibilities whilst getting an EH grant under limited circumstances MAP: Paying an EH grant when limited circumstances apply [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/paying-an-emergency-housing-grant-when-limited-circumstances-apply.html]	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 The client must still pay the client contribution for any EH grant granted under limited circumstances.
7. Create letter	Generate the letter **6. Emergency Housing Non-entitlement Period Pause Letter** You will need to create **6. Emergency Housing Non-entitlement Period Pause Letter** from the clients EH Event Case, click on the three dots and launch 'New Letter' option

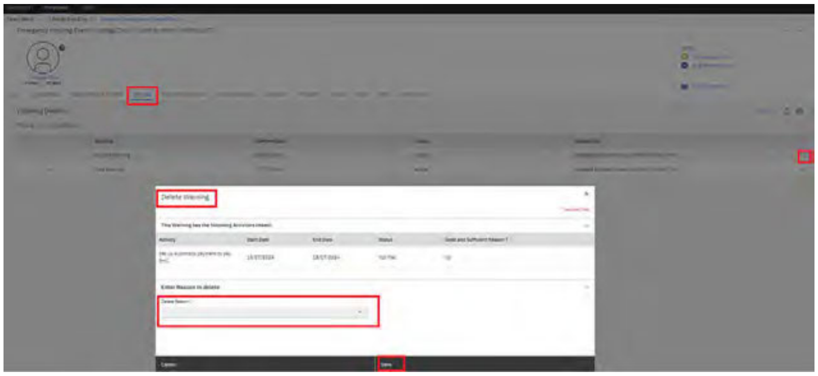
	Once you have actioned above go to the 'Processing EH application in CMS' to grant EH grant.
8. END OF PROCESS	CLICK HERE TO GO BACK TO TOP [https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html]

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

Step	Process
1. Assess the reason for deletion of non-entitlement period MAP: Review of Decision [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/review-of-decision.html]	A non-entitlement period can only be deleted if the following applies: • a successful ROD to overturn the decision to issue non-entitlement period, or • if a staff member has added this incorrectly (admin error) If yes, delete non-entitlement period.
2. Delete the non-entitlement period	You can delete the non-entitlement period by going to non-entitlement period tab within the EH event case • Click the three dots within the non-entitlement period record then click delete. • Select from drop down box the reason to delete: Admin Error or Outcome of ROD • Click **Save** on the confirmation pop up box. 
3. Delete the activity if you have incorrectly issued a warning or NEP based on it	**How to delete an activity if you have incorrectly issued a warning or NEP based on it** 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". 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. 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: a. Ensure you have deleted the warning and/or NEP first. b. Click the three dots on the relevant activity: ▪ the 'Delete' button will be greyed out ▪ click on the 'Edit' button and change the status of activity to Assigned c. If required, delete the activity All changes to activities are audited, so you should be able to see who changed the activity and when they changed it.
4. END OF PROCESS	**CLICK HERE TO GO BACK TO TOP [https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html]**

Deleting a warning due to ROD or admin error

Step	Process
1. Assess the reason for deletion of warning MAP: Review of Decision [https://doogle.ssi.govt.nz/map/income-support/extra-help/emergency-housing/review-of-decision.html]	A warning can only be deleted if the following applies: • a successful ROD to overturn the decision to issue a warning, or • if a staff member has added this incorrectly (admin error) If yes, delete the warning.
2. Delete the warning	You can delete the warning by going to **Warning tab** within the EH event case • Click the three dots on the warning record then click delete. • Select from drop down box the reason to delete: Admin Error or Outcome of ROD • Click **Save** on the confirmation pop up box.

	 **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.
3. Delete the activity if you have incorrectly issued a warning or NEP based on it	**How to delete an activity if you have incorrectly issued a warning or NEP based on it** 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". 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. 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: a. Ensure you have deleted the warning and/or NEP first. b. Click the three dots on the relevant activity: - the 'Delete' button will be greyed out - click on the 'Edit' button and change the status of activity to Assigned c. If required, delete the activity All changes to activities are audited, so you should be able to see who changed the activity and when they changed it.
4. END OF PROCESS	**CLICK HERE TO GO BACK TO TOP [https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/emergency-housing/emergency-housing-grant-eh-grant-process.html]**

Content owner: Housing **Last updated:** 29 January 2025

April 2025

LOOKING AHEAD

Enhancing the MSD Housing Practice

Housing Group

Setting the Scene

Our frontline teams are managing a high volume of changes, and our regional and site managers are working hard to maintain performance across various areas.

The integration of housing into business-as-usual dropping at the same time as the biggest changes to the Emergency Housing Policy was a big ask of our staff.

Whilst it is important the change is implemented as intended, we think there is opportunity to support our staff to understand what is a complex area of discretion within the policy and legislation

We are not sure we have got our guidance in a simple enough form for our people.

Externally, there is significant criticism linking our policy implementation to an increase in rough sleeping.

We have an opportunity to focus on some areas so that our service is delivered consistently and effectively, and we can dispel the myths in regard to our application of the policy.

Our approach will focus on best practice, procedures, and tactical responses to ensure a high-quality service

Tactical Plan

EH Applications at Reception

Current state: Some clients are not getting past reception when they request EH.
Action: All EH requests must have an application in CMS that is approved or declined, it is important that clients are aware of their review rights.

Same day EH Appointments

Current state: It is taking some clients 3 days from when they request EH to get an EH appointment.
Action: Prioritise walk-ins (where possible) within reasonable business hours.

Victims of Family Violence

Current state: Some victims of family violence are being declined if they do not have a police report.
Action: It may not be reasonable to request a same day police report. Further guidance is needed for staff on how to use their information gathering powers.

EH Declines Sign off

Current state: There is a perception that we are declining vulnerable clients and whānau without fully considering their circumstances and exercising our lawful discretion.
Action: All declines with children in the household will be signed-off by the RD and any high-risk cases will be raised with GGM Housing.

Emergency Housing Appointments

Region	Not in EH at booking
Auckland Central	3
Auckland North	2
Auckland South	3
Bay of Plenty	3
Canterbury	3
Central	3
East Coast	3
Nelson	4
Northland	2
Southern	4
Taranaki	2
Waikato	3
Wellington	4
National Average	3

The average duration (working days) between the time a client presented for a booking and the appointment date.

It is taking an average of three days from requesting an Emergency Housing appointment to receiving an appointment date to be assessed.

Note: of those, some may be a no show, rescheduled, pending appointments or cancelled.

Note, the source of this data is Q manager bookings – classed as EH in Q manager

Outputs with everything else going on how is this subtle change best delivered

Comms to RD's & Site Managers

Escalation Pathway for declines

Guidance on discretion and declines

Information Gathering Powers

Legislation on applications

Specific FOH training

Screening and triage definition

Monitoring of EH appointments

Dealing with victims of Family Violence

Timeline

Proposed high-level timeline for Phase 1

	14 – 27 April	28 April – 11 May	12 – 25 May	26 May – 8 June	9 – 22 June
Commitment from regional leadership	Briefing from GGM to RD/MRH				
EH Applications at Reception	Baseline of EH applications			Monitoring of EH applications	
	Guidance on walk-ins	Comms on walk-ins	CD & Frontline Training		Check in with RD/Site Manager
Same Day EH appointments	Baseline of EH appts	Develop guidance		Monitoring of EH appts	
	Resourcing planning of ISCMs (RD, MRH, Site Manager)		ISCM training		
Victims of Family Violence	Update resources of information gathering powers	Comms to all staff	RD, MRH, Site Manager Monitoring		Check in with RD, MRH, Site Manager
EH Declines Sign-off	Update Resolution Framework	Comms to staff			Check in with RD, MRH, Site Manager

Monitoring to hold the gains

As we implement the enhanced practice approach, we must identify the data points that will help us to monitor that the changes are making a difference.

We'll work to create and adapt a monitoring framework that provides the right level of intelligence for:

- National Office
- Regional Leaders
- Service Centre and Contact Centre Leaders

EH Practice

- The last time we spoke to you we presented our current focus areas for Emergency Housing.
- External scrutiny and focus on the consistency of our practice is high
- Our staff have also been dealing with significant changes in this space.

Tactical Plan

EH Applications at Reception

Current state: Some clients are not getting past reception when they request EH.

Action: All EH requests must have an application in CMS that is approved or declined, it is important that clients are aware of their review rights.

Same day EH Appointments

Current state: It is taking some clients more than 3 days from when they request EH to get an EH appointment.

Action: Prioritise walk-ins (where possible) within reasonable business hours.

Victims of Family Violence

Current state: Some victims of family violence are being declined if they do not have a police report.

Action: It may not be reasonable to request a same day police report. Further guidance is needed for staff on how to use their information gathering powers.

EH Declines Sign off

Current state: There is a perception that we are declining vulnerable clients without fully considering their circumstances and exercising our lawful discretion.

Action: All declines with children in the household will be signed-off by the RD and any high-risk cases will be raised with the GGM Housing.

Resolution Framework

This framework provides clear guidance for staff around; screening for EH, assessing the adequacy of current accommodation, understanding if a client has contributed to their EH needs, how to use the information gathering powers, and how to ensure that victims of family violence treated correctly.
The Resolution Framework also includes the escalation pathway for declines when there is a household with children. This is to help support and inform RDs of the operational decisions that are being made by their staff.

Along with the following updated guidance, we need staff to clearly document what they have done and to follow the CMS process including:

- EH Event Case
- Client event note "Screening Pre- Emergency Housing"

Decline Data

EHG Declines for households with children

Region	Mar-25	Apr-25	2025 YTD
East Coast	24	16	**127**
Waikato	27	29	**108**
Auckland South	27	20	**104**
Canterbury	15	17	**85**
Auckland North	15	19	**74**
Auckland Central	19	15	**73**
Bay of Plenty	6	10	**36**
Taranaki	8	12	**35**
Wellington	4	5	**33**
Central	4	3	**14**
Northland	9	2	**14**
Southern	2	3	**13**
Other	5	2	**10**
Nelson	2	0	**5**
National	**167**	**153**	**731**

EH Appointments

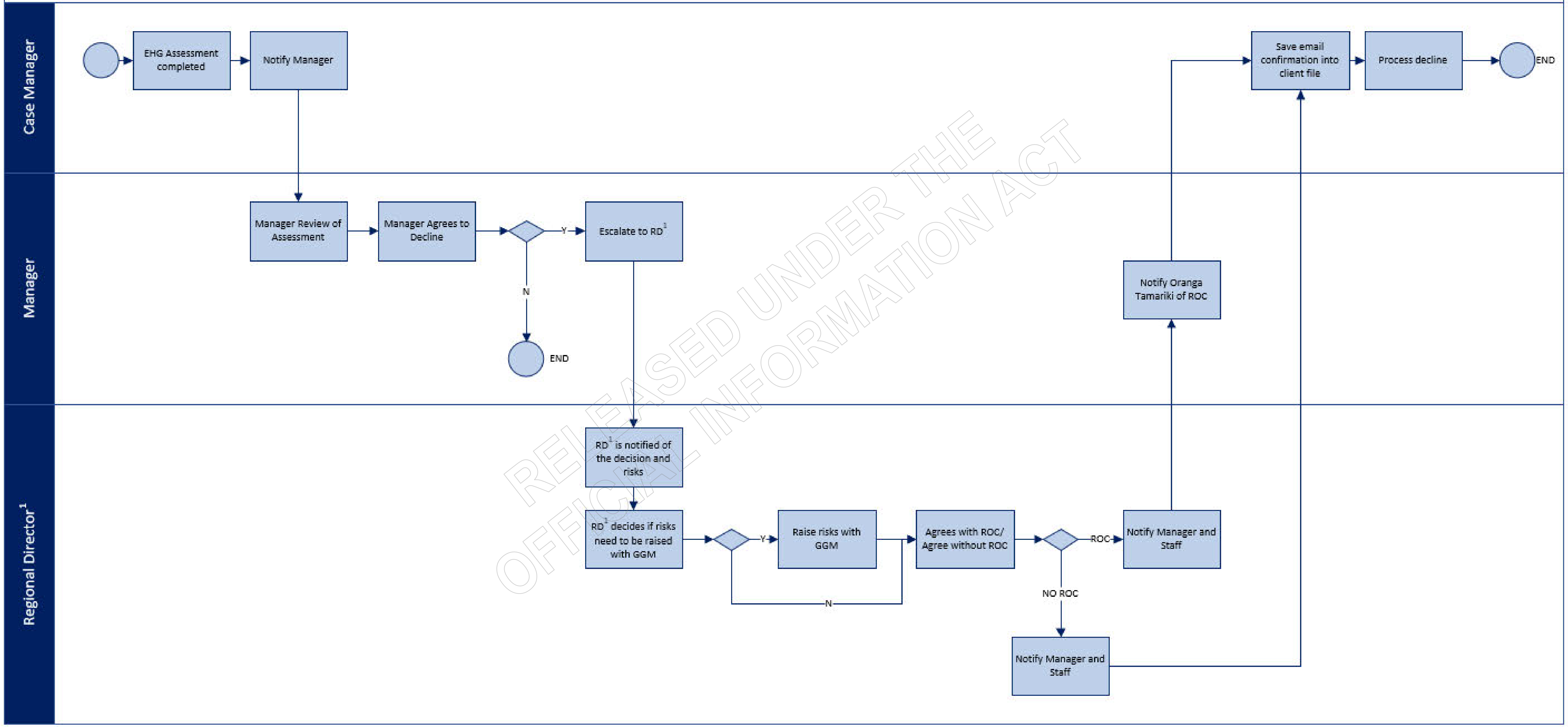
The number of days between the booking action date and the appointment date for clients not in EH at the time of booking

Region	Median Working Days		
	Mar- 25	Apr- 25	2025 YTD
Canterbury	3	4	3
Nelson	2	3	3
Wellington	3	3	3
Auckland Central	3	2	2
Auckland South	2	1	2
Bay of Plenty	2	3	2
Central	2	2	2
East Coast	2	2	2
Southern	2	3	2
Waikato	2	2	2
Auckland North	1	1	1
Northland	1	1	1
Taranaki	1	2	1
National	**2**	**2**	**2**

NEW Decline Escalation Pathway

MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

When an Emergency Housing Grant (EHG) assessment has been completed by a staff member, and the recommendation is to decline, use this escalation process. This will help determine the appropriate process.



Note:
- The email template can be accessed on Emergency Housing Resolution Framework Doogle Page.

[1]For YSSU this will be Manager Centralised Services

Out of scope

[redacted]

- Domestic violence survivors denied EH, WINZ says sleep in your car - RNZ

Out of scope

[redacted]

Media responses

Domestic violence survivors denied EH, WINZ says sleep in your car – RNZ

Query: Reporter Katie Todd asked us for an audio interview regarding an OIA she received showing the number of grants vs declines for EH. We declined the interview this morning and offered a written response, at which point she asked further questions and raised new allegations that people fleeing domestic violence have been told no EH because they contributed to their own situation, and that our staff have told people no EH because they can instead sleep in their cars, or in carports. No specific examples were provided for us to look into, but she said they came from Community Law and other advocates.

Response: Please attribute to Karen Hocking, Group General Manager – Housing
Our policy is that if someone leaves their housing due to family violence, they **will not** be considered to have caused or contributed to their immediate emergency housing need.

Our policy is that cars, or carports, **are not** adequate accommodation, even in the short term.

We would be extremely concerned if someone was declined emergency housing support for the reasons above.

Please let us know if you can provide any more information, so we can look into what may have happened.

See more: Client has caused or contributed to their immediate need before applying for their first Emergency Housing Grant - Map

Clients 'not living in any accommodation' - Map

Examples of other adequate accommodation - Map

Unreasonably contributing to immediate need

We may decline someone's application for emergency housing 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 it.

For example, people are generally expected to organise somewhere new to live before they leave their existing accommodation.
If someone chooses to give up their tenancy **without a good reason** and without making other arrangements, they are likely to have unreasonably contributed to their immediate need.

Other examples may include if someone has to leave their accommodation because they intentionally damaged the property, or engaged in anti-social behaviour such as violence or theft.

See more: Client has caused or contributed to their immediate need while in emergency housing - Map

What happens when someone comes to Work and Income and asks for housing assistance

If someone asks for housing assistance, we discuss their situation with them and how we may be able to help.

Emergency housing is a last resort and our first move is to look at all their other options to avoid homelessness.

This could include exploring private rental options they can afford, financial support to help them stay with family or friends, help with rent if they're behind, help with paying bond for a new property, help negotiating with landlords to retain a tenancy, paying bond and rent in advance for a new place, financial assistance with moving costs, or offering a landlord tenancy costs cover.

If someone who applies is eligible for a different and more suitable type of support, we will provide that instead.
The vast majority of people (around 85%) who apply for emergency housing receive some form of housing support.

This support may include the Accommodation Supplement, Bond Grant, Moving Costs Grant, Costs (rent) in Advance Grant, a Tenancy Costs Cover Grant, or a place with a transitional housing provider.

Background

In March 2024, Ministers announced they had directed MSD to strengthen the verification processes for those entering emergency housing.
From August 2024 we introduced a clear, rules-based system for emergency housing assistance to reduce the number of people in emergency housing, and support our focus on getting people in sustainable homes.

First steps taken to end emergency housing | Beehive.govt.nz
Sign-off: Karen Hocking

Out of scope

[redacted]

Out of scope