



# AOG Accommodation Operational Escalation Process

## August 2021

### Context

Post a review of the March 2020 COVID response we recognised clients were often bounced between agencies as there was a lack of clarity about the differing roles and responsibilities in the accommodation area. This created stress for clients and was time consuming for both government and non-government agencies. As we work through Alert Level settings in the resurgence phase it has been identified there is a need for a clear co-ordination and visibility of responsibilities in meeting accommodation needs for people impacted as a result of COVID resurgence.

### Action

It has been agreed there will be a small cross government escalation team set up to respond to escalations that cannot be sorted at a regional level or if agency leads need some guidance about which service to refer a client too. It is not a fast track response or placement service.

### Purpose

Advice and guidance if there are concerns of client bouncing between agencies or the client may pose a risk or there is no clear accommodation service identified in the accommodation system view.

This is not a public facing service and agencies will access up through their various leads.

### Legal

At each level of engagement of the escalation process the client needs to be aware that that information will be shared between Agencies to best support their needs as per escalation.

This can be taken in writing or verbally (if verbal it must be recorded by the person who obtained the consent).

Notes to include –

- Recording of discussion with client into client profile notes as per individual agency requirements and
- Confirmation discussion included purpose of information sharing between Agencies and
- Whom has had the discussion with client?

## Membership National Level

### Ministry of Social Development

Out of scope – General Manager Housing

Out of scope

## Department of Corrections

Out of scope Programme Manager Housing and Support Services

Out of scope

## Ministry of Housing and Urban Development

Out of scope – Principal Advisor

Out of scope

## Ministry of Business Innovation and Employment

Out of scope – Incident Controller COVID-19 (TAS)

Out of scope

## Ministry of Health

Out of scope – Senior Advisor COVID-19 Health System Response

Out of scope

Members will link in with colleagues from other agencies such as Police, NZ Transport, Kainga Ora, OT, CDEM and NEMA who are members of the AOG Housing Group and Justice Sector Working Group.

### Key contact names to be collated and disseminated to Membership Group

## Regionally

### Practice /Process / Guidelines

- Recording of discussion with client into client profile notes as per individual agency requirements.
- Confirming discussion included purpose of information sharing between Agencies
- Information collected only to be used by each Agency for purpose of resolving escalation / issue at earliest resolution to meet client need
- Do not collect unnecessary information

**Please note** MSD collates with CDEM Regional approach. Escalation process only to be used in the event of issue unable to be resolved at this level.

### Escalation Process

If issue can not be resolved at Regional Level.

Contact designated National Level Membership Group member via phone and/or email to co-ordinate and facilitate resolution at higher level.

- Notes to include
  - Escalation / Issues identified
  - Regional Actions undertaken to date by Agency/s
  - Contact details of Regional Level Agency