



31 March 2023

Tēnā koe

On 9 March 2023, your request to Kāinga Ora was transferred in part to the Ministry of Social Development (the Ministry). You requested, under the Official Information Act 1982 (the Act), the following information:

- *Please provide any such mitigation plan for tenants in your social houses and/or transitional housing in motels.*
- *What mitigation is being made to keep the public, your tenants and other occupants of Pillows (mixed use accommodation including tourists / backpackers) safe.*

The Ministry would like to begin by clarifying the difference between transitional housing and emergency housing, as we believe you are referencing emergency housing in your request. As such, we have interpreted your request to be for support services administered by the Ministry for people in emergency housing.

Transitional housing provides short term accommodation for around 12-14 weeks on average. Those in transitional housing pay rent which equals up to 25 percent of their income, and the rest of the costs are paid by the Ministry of Housing and Urban Development (HUD).

The Emergency Housing Special Needs Grant (EH SNG) is available to people who cannot remain in their usual place of residence, if any, do not have access to other accommodation which is adequate for them or their family's needs, and there are no spaces available in transitional housing. The Ministry pays EH SNGs directly to the accommodation supplier and assistance is generally granted for up to seven nights but can be extended dependant on individual circumstances.

After these seven nights Work and Income arrange another appointment with the client to discuss their housing situation and if another grant is required. The Ministry works hard to support people in emergency housing to secure a long-term housing solution, either through public housing or private rental accommodation. Other options including transitional housing can also be

explored as an option depending on availability and the individual's circumstances.

The Ministry recognises that motels are not a long-term solution or the solution that we want to deliver for people who are potentially in a vulnerable situation. They provide a short-term solution while more sustainable options are progressed. More information about EH SNGs is available at the following link: www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html

There is also a distinct group of people that face a range of complex issues that are a barrier, such as mental health and addictions, criminal history, or family violence. There are still others that need to live in a specific area, due to the need to access specialist care or educational needs for them or their family.

For people with high and complex needs, it can sometimes be challenging to identify suitable long-term housing, which can lead to longer stays in emergency housing. Work and Income work closely with these people to see what can be done to ensure that once they have a home of their own, they have the skills to sustain it, and the support they need to keep it. The Ministry provides several forms of support for people in emergency housing, including intensive case managers (ICMs) and Navigators.

If a whānau in emergency housing needs extra support, they may be assigned to an ICM. ICMs help clients stabilise and access the necessary products, services and supports they need while staying in emergency housing. ICMs are a single point of contact for their clients, and also provide referrals to other agencies to support whānau.

Whānau in emergency housing who need further, or different, kinds of support can be referred to a community-based Navigator. Navigators can help coordinate community, health and government services, and be hands-on in making sure those services are accessible to the client. Navigators support whānau with children as a priority but other individuals requiring support and assistance in accessing other agencies may also be referred to Navigators.

The Ministry has various avenues for clients or members of the public to voice their complaints or concerns. You can find an overview of the complaints processes on the Ministry's website at the following link: www.workandincome.govt.nz/about-work-and-income/complaints/index.html.

Any violent or criminal behaviour should be immediately raised with the New Zealand Police and progressed through the justice system by phoning 111 in an emergency, or 105 when a matter is non-urgent.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter on the Ministry's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

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 this response regarding support services for people in 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



Karen Hocking
**Group General Manager
Housing**