



Te Tūāpapa Kura Kāinga
Ministry of Housing and Urban Development

Operational guidelines for providers of transitional housing

September 2025

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1.0 Purpose of the transitional housing guidelines

These operational guidelines are for providers of transitional housing. They support you, as a provider, to deliver transitional housing and meet the requirements of your services agreement with Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development (Te Tūāpapa Kura Kāinga).

The guidelines are effective from September 2025 and supersede previous versions. Please read the guidelines with your services agreement and relationship agreement.

In this document, the term 'you' is used to refer to you as a contracted provider of Te Tūāpapa Kura Kāinga and 'household' to describe people residing in transitional housing. This is equivalent to the Te Manatū Whakahiato Ora – Ministry of Social Development (MSD) term 'clients' or 'applicant'. 'We', 'us' and 'our' refer to Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development.

For the definition of relevant terms used in these guidelines see [appendix one](#).

2.0 Roles and responsibilities

As a contracted provider to Te Tūāpapa Kura Kāinga, you are responsible for complying with and fulfilling your obligations under your services agreement and relationship agreement.

In the event of any inconsistency, conflict or ambiguity between the services agreement and these operational guidelines, the terms of the services agreement will prevail. These guidelines support providers to meet their contractual obligations but do not replace or override the legal requirements set out in the services agreement or relationship agreement.

You are obliged to maintain a relationship with your Senior Advisor at Te Tūāpapa Kura Kāinga and your Regional Manager at MSD.

Households are responsible for complying with and fulfilling their obligations under their housing agreement with you (and any support service-related documentation they may sign).

Households are also responsible for notifying MSD of any changes in their circumstances that might affect the payments they receive from MSD, their housing register priority rating or their eligibility for social housing.

Government agency roles and responsibilities		
MSD	Te Tūāpapa Kura Kāinga	Kāinga Ora
<ul style="list-style-type: none"> Assesses: <ul style="list-style-type: none"> housing need eligibility for transitional housing. Refers clients to providers for placement. Delivers welfare support for clients (for example, approves a security deposit for clients). Manages welfare support payments on a client's behalf with providers, for example: <ul style="list-style-type: none"> approves and pays security deposit claims sets up redirections from a client's benefit for their transitional housing contribution. 	<ul style="list-style-type: none"> Funds providers. Manages: <ul style="list-style-type: none"> providers provider contracts payments properties reporting performance. Supports providers when issues arise. Updates MSD on new provider supply. Matches transitional housing supply to providers. Funds motels and manages motel contracts. 	<ul style="list-style-type: none"> Sources transitional housing supply opportunities for providers Kāinga Ora do not provide transitional housing support services.

3.0 Providing a transitional housing service

3.1 Properties and places

All properties must receive our approval before they can be used as transitional housing. This approval requirement applies to all property types, including newly built properties, renovated properties and properties transferred from other services or providers. No property can be included in your service or used to house clients until we have completed our assessment and granted formal approval.

Substituting properties

You can substitute other properties in your portfolio for use as transitional housing accommodation subject to our approval.¹

We must approve changes to properties before they're included in the transitional housing record. Property substitution is at our discretion and is not an automatic right. If a property is removed from your service, we will determine whether it will be replaced, based on current needs and priorities.

To request a property substitution, consult with your Senior Advisor at Te Tūāpapa Kura Kāinga. Any proposed replacement property must:

- be in a similar location
- be healthy homes compliant
- meet fire safety requirements and building compliance
- comply with your services agreement.

Changes to a property's market rent

Your leases must be commercial leases (because as a provider you are not eligible to use a Residential Tenancies Act (RTA) lease) and must be organised so that property owners can only increase rent:

- twelve months after the lease start date
- twelve months from when the last increase took effect.

When property owners want to increase rents, providers must submit a request for a corresponding transitional housing subsidy increase. The request must:

- be submitted in writing to your Senior Advisor at Te Tūāpapa Kura Kāinga at least 60 days before the proposed increase date
- clearly state the requested transitional housing subsidy amount

¹ This is not applicable for transitional housing accommodation provided by motels.

- specify the effective date of the proposed increase
- include justification for the increase (being the property owner request and a market rent valuation).

All rent increases require our review and are subject to our discretion to approve or decline before taking effect. You will be notified of our decision following review of your request.

3.2 Vacancies and the temporary housing vacancy management tool

Information about all approved transitional housing properties, including whether they are currently vacant, out of use or occupied must be recorded in the temporary housing vacancy management tool (THVM).

The THVM is used by MSD to see if a suitable vacant place is available to refer a household. Support MSD by updating the THVM as soon as possible.

You must update the THVM directly when a place becomes vacant, out of use or occupied, or when the makeup of the property changes (for example, additional beds). Follow the THVM provider user guide.

[THVM provider user guide](#) (3.98MB, pdf)

When new properties need to be added or renamed, complete and send the relevant MSD form to TH_vacancy_management@msd.govt.nz.

When entering information into the THVM, for example, a new THVM login, place change or other update, use the correct MSD form.

When your staff leave your organisation, please cancel their access to the THVM.

Any THVM issues (as outlined above in this section) which require human interaction with MSD (for example, communication on more sensitive client information which cannot be entered into the THVM) should be addressed with your MSD Regional Manager.

3.3 Referrals to your service

MSD is the primary source of referrals to your transitional housing service. The THVM has been specifically designed to efficiently manage these referrals. Other referral sources include third-party agencies and self-referrals where households approach your service directly.

Key requirements

MSD referrals must be given top priority in your assessment process. You should regularly check for new referrals in the THVM system and respond promptly.

Third-party and self-referrals can be accepted but only when there are no MSD referrals in the THVM on the day a referral is being made.

Assessment process for MSD referrals

- Contact the referred household and assess their suitability within two business days of making successful contact.
- Assess whether the household composition is suitable for the available property and your service as per your service agreement.
- Confirm the household is willing to commit to seeking alternative adequate accommodation and demonstrate they are taking reasonable steps to find housing, appropriate to their circumstances.
- Update the record in the THVM with your decision within one business day of completing your assessment.

Valid reasons for declining MSD referrals

You must have good reason to decline an MSD referral. These include:

- safety concerns for staff, other households or other individuals associated with your service
- domestic violence concerns
- criminal convictions
- drug and alcohol issues
- gang affiliations
- mental health concerns
- unsuitable family size
- unsuitable location.

When declining a referral, you must select the specific reasons in the THVM and provide additional explanation if needed. Households declined by your service should be referred back to MSD for help with other housing services. The reasons for declining households' entry into transitional housing may also be applied to emergency housing.

Managing referrals in the THVM

- Log on regularly to view current referrals.
- Complete your assessment within two business days of contact and update the THVM within one business day of your decision.

- To decline a referral, use the “cancel referral” function, select “declined” as the reason and choose the specific reasons from the options provided.

Third-party and self-referrals

For households who are third-party referred or who self-refer:

- complete a provider-led assessment to determine their immediate housing need
- verify the household meets applicable residency, income, cash asset and age requirements
- maintain evidence of your assessment process
- record these placements appropriately in the THVM using the provider-assessed or non-MSD placement functions.

The following table provides more detail to support your assessment.

Immediate housing need	A household is considered to have an immediate housing need when they do not have an adequate place to stay that night or in the next seven days
Residency	<p>The household members meet the applicable residency requirements</p> <p>Residence criteria – map (workandincome.govt.nz)</p>
Income and assets	<p>The household income must not exceed the income limits.</p> <p>The household’s cash assets must not exceed the cash asset limits.</p> <p>In exceptional circumstances, income and asset limits (which apply to emergency housing) can be exceeded.</p> <p>Income limits (current) – map (workandincome.govt.nz)</p> <p>Exceptional circumstances for income and cash asset limits – map (workandincome.govt.nz)</p> <p>Cash asset limit – map (workandincome.govt.nz)</p> <p>Types of cash assets – map (workandincome.govt.nz)</p>

Age	<p>The main applicant for the household is 18 years old or is aged between 16 or 17 and is financially independent. More information on financial independence for household members aged 16 or 17 can be found on the Work and Income website.</p> <p>Youth payment (workandincome.govt.nz)</p>
<p>Note: The residency and age criteria considers all household members, including adults and children. If anyone in the household holds a community services card (for example, a child who qualifies by receiving the child disability allowance), the household will have automatic entitlement.</p> <p>Additional information can be found on the Work and Income website.</p> <p>Immediate emergency housing need – map (workandincome.govt.nz)</p>	

3.4 At the start of a stay

When a household enters your transitional housing service, explain their responsibilities so they understand what is required of them during their stay and arrange for the household to complete the following documents.

- Housing agreement: see appendix two for housing agreement content requirements ([appendix two](#)).
- Housing privacy consent form: this form authorises the sharing of household information between MSD, accommodation providers, housing support services and relevant government agencies to facilitate housing assistance. Submit this form in the THVM. Transitional housing providers may also have their own additional privacy forms that require completion as part of the intake process.

The Privacy Act 2020 outlines your responsibilities when collecting, storing, using and sharing personal information.

MSD will notify you via the THVM that the forms have been accepted and will determine the household's eligibility for assistance.

[Housing privacy consent form](#) (756KB, pdf)

[Privacy Act 2020](#)

Household contribution for transitional housing services

Households must contribute 25 percent of their total income toward accommodation costs, up to a maximum of the applicable market rent for the property.

The contribution will be:

- calculated by the provider in accordance with the operational guidelines
- recalculated if the household experiences a change in circumstances
- reduced in exceptional circumstances, at the provider's discretion.

When calculating contributions, child support (from Inland Revenue or private arrangements) is treated as income.

Households must self-declare child support income to providers; MSD cannot share this information due to privacy restrictions.

The instruction and examples around calculating contributions for clients in transitional housing are shown in [appendix three](#) and [appendix six](#).

Utilities and additional charges

The provider must:

- maintain a clear policy on charging for utilities (electricity, gas, water, telephone, internet)
- communicate the policy to households and reference it in the housing agreement
- explain any additional charges for services like telephone, internet or laundry use
- not charge fees to cover property rates, insurance premiums, body corporate levies or gas bottle hire.

4.0 Supporting a transitional housing stay

You are expected to meet the responsibilities, standards and expectations set out in your services agreement with us and your housing agreement with the household.

4.1 Housing agreements

The Residential Tenancies Act does not apply to transitional housing. Instead of a tenancy agreement you must have a housing agreement with each household in your service, which complies with the requirements of your services agreement.

You can use our example housing agreement to develop an agreement suitable for your service and households.

[Example housing agreement \(hud.govt.nz\)](https://www.hud.govt.nz/example-housing-agreement)

Any programme or site-specific rules that you put in place must be able to be justified in accordance with the criteria laid out in your services agreement.

4.2 Transition plan

While a household is in your service, you must work with them to develop an individualised transition plan to help them and the members of their household to:

- find and secure appropriate sustainable housing
- transition into and maintain sustainable housing
- access appropriate support services to address any health, social, employment and financial needs.

Individual transition plans must be developed within four weeks of a household entering your service. Each plan should:

- be tailored to the household's needs and circumstances
- include clear, achievable actions with timeframes
- identify barriers to sustainable housing and strategies to address them
- specify the support services needed and how they will be accessed
- set measurable housing goals with defined steps.

A properly developed transition plan should include the following key components.

Household assessment

- Current housing situation and immediate needs
- Income and employment status
- Support needs (health, social, financial)
- Housing history and barriers

Housing goals

- Short-term accommodation plan
- Long-term housing preferences and requirements
- Affordability parameters

Action plan

- Specific tasks for the household

- Specific tasks for the provider
- Timeline for completion
- Required external agency referrals

Progress monitoring

- Regular review dates
- Success indicators
- Contingency plans

4.3 Safety and wellbeing

Health and safety framework

Providers must have a health and safety framework that is compliant with all aspects of the Health and Safety at Work Act 2015.

[Health and Safety at Work Act 2015 \(legislation.govt.nz\)](https://www.legislation.govt.nz/Health%20and%20Safety%20at%20Work%20Act%202015)

For transitional housing, this means identifying and understanding what health and safety risks may arise from the delivery of your service, and who those risks can affect (such as staff, contractors, agents, households and on-site visitors). It then involves doing what is reasonable and practicable to eliminate or minimise those risks. This includes, but is not limited to:

- making accommodation safe, warm and dry
- addressing antisocial behaviours before they escalate
- police vetting for existing and new personnel²
- risk identification, prevention and management
- incident reporting and investigation processes.

Reporting requirements

Class 2 (high or extreme³) incidents

You must notify us immediately of any class 2 incidents, which include:

² Providers must have level 3 social services accreditation (which requires vetting). <https://www.xn--tekhuikhu-7bbe.govt.nz/assets/accreditation-approval/social-sector-accreditation-standards/level-3-social-sector-accreditation-standards.pdf>.

³ Serious incidents that involve or potentially involve significant harm, emergency services, or WorkSafe involvement.

- death
- serious harm or potential serious harm to staff, households or others
- significant violence
- serious threats of violence
- staff misconduct that poses safety risks
- incidents requiring emergency services or WorkSafe involvement.

Class 1 (low or moderate⁴) incidents

- These incidents should be recorded internally.
- Summary information about class 1 incidents should be included in your regular provider reports during relationship meetings.
- This should include the number of incidents by type and any emerging trends.

How to report incidents

Email an incident and event report to us using the template in [appendix four](#) to incidents@hud.govt.nz.

Important considerations

- Do not include incident details in the body of emails – only use the incident and event template.
- Do not include any personal information about the individuals involved.
- Call emergency services first for life-threatening situations.
- Check if WorkSafe needs to be notified and follow the notification process on their website.
- Report incidents as soon as possible, or within two business days of the incident occurring, with explanation for any delay.
- You may report non-life-threatening incidents and events using your own reporting methods or the template developed by us (see [appendix four](#)).

[Notify Worksafe \(worksafe.govt.nz\)](https://www.worksafe.govt.nz)

⁴ Incidents that don't pose significant risk of serious harm or don't require emergency services.

Child protection policy requirements for providers

Legal requirements

If you provide children's services in accordance with the Children's Act 2014 (including where MSD gives notice to you that in the opinion of the MSD's Chief Executive, you are providing children's services), you must:

- as soon as practicable, adopt a child protection policy that complies with section 19 of the Children's Act 2014
- review your policy in accordance with section 16(a)(iii) of the Children's Act 2014
- make a copy of your child protection policy available to MSD, including any updates
- implement your child protection policy.

Your child protection policy obligations

As a provider receiving funding from us, you must follow these steps.

1. Adopt a child protection policy that:
 - a. applies specifically to the children's services your organisation provides
 - b. contains provisions for identifying and reporting child abuse and neglect in accordance with section 15 of the Oranga Tamariki Act 1989
 - c. outlines clear processes for staff to follow when concerns arise.
2. Make your policy accessible by:
 - a. publishing it on your organisation's website
 - b. making it available to staff, volunteers and families using your service.
3. Regularly review your policy:
 - a. at least once every three years from the date of adoption
 - b. as needed to reflect changes in legislation or best practice.
4. Implement and report on your policy by:
 - a. documenting how your organisation has implemented the policy
 - b. including this information in your regular reporting to us.

Important notes about child protection policies

It's important to understand that your child protection policy does not:

- create legal rules or rights enforceable in court
- limit how statutory powers must be exercised

- affect the interpretation of any legislation.

However, having a robust policy is a contractual requirement under your funding agreement with us and an essential part of creating a safe environment for the children and families you serve.

Family violence and child protection guidelines

Family violence involves a range of controlling behaviours including physical, sexual, psychological or economic abuse. It can affect anyone regardless of gender, age, ethnicity or socioeconomic status. In transitional housing settings, providers play a critical role in identifying and responding to family violence concerns.

Prioritise immediate safety. If there is an immediate safety risk, phone the Police on 111.

Contact Oranga Tamariki on 0508 326 459 or email contact@ot.govt.nz if you have concerns about child abuse, neglect or exposure to family violence.

Follow your organisation's child protection policy.

Other support services and referral pathways

More comprehensive information and resources about family violence:

[Are You Ok website](#)

[Help for family violence \(police.govt.nz\)](https://www.police.govt.nz/family-violence)

[Family Violence Intervention Programme \(workandincome.govt.nz\)](https://www.workandincome.govt.nz/family-violence-intervention-programme)

Prevention strategies

- Display information about family violence support services in common areas.
- Include information about support services in welcome packs.
- Create opportunities for safe disclosure through regular check-ins with households.

4.5 Complaints and disputes

We'll work with you to resolve any complaints about you or your transitional housing service. In some cases, the complaint may be shared with Te Kāhui Kahu, MSD, the Community Housing Regulatory Authority or other relevant government agencies.

Where a complaint or dispute arises between you and a household in your service, this must be managed to resolution through your internal dispute resolution process.

The Independent Dispute Resolution Service should only be used as an escalation option if your internal process does not resolve the issue.

Independent dispute resolution service

The independent dispute resolution (IDR) service provides specialised resolution for disputes between households and providers where the provider's internal complaints handling process has not delivered a mutually acceptable solution.

Scope of service

The IDR service can consider complaints about:

- alleged breaches of a housing agreement
- the validity of terms in a housing agreement when compared to the provider's services agreement.

To be eligible for consideration, complaints must:

- be made by a party to a housing agreement
- relate to actions or inactions that occurred during the term of the housing agreement and after 1 December 2023
- have first gone through the provider's dispute resolution process
- be lodged within 15 business days of the conclusion of the provider's complaint resolution process (extensions may be granted in exceptional circumstances).

The IDR service cannot consider complaints about security deposits, housing contributions, complaints that have no reasonable prospect of success, frivolous or vexatious complaints or test cases (an actual instance of the issue must have occurred).

Supporting documents

[Scope of the IDR service](#) (PDF, 84 KB).

[Frequently asked questions about the IDR service for transitional housing providers](#) (PDF, 193 KB).

[Factsheet: support for whānau and transitional housing providers when disputes arise](#) (PDF, 1.8 MB).

How to access the service

To escalate a dispute, a household or transitional housing provider can contact Fair Way.

Email: housing@fairwayresolution.com

Online: [fill out the webform \(fairwayresolution.com\)](https://fairwayresolution.com)

Freephone: 0800 77 44 08

4.5 Damage

When a household member or visitor causes damage to a property, there are funding sources available to cover the cost of remediation, outlined below.

Insurance

Insurance requirements are outlined in your services agreement. You are required to hold insurance which has both housing and service components. We expect that, at a minimum, you will consider holding (but not limited to) public liability, material damage, directors' and officers', business interruption and vehicle, asset and property insurance (for those owned by the provider).

In the first instance, when damage has occurred to your property and the household agrees they are responsible, you should make a claim through the security deposit grant claim process⁵ to access the security deposit.

Where the amount is more than the security deposit, you should make an insurance claim.

If the first two options are not successful or enough to cover the damage, you can make a claim from us through your services agreement (see below under 'costs covered by the security deposit' for more detail).

Security deposit

A security deposit is to help safeguard you in the event there are losses or damage caused by the household, guests or visitors. If the household has been granted a security deposit by MSD, the amount can be claimed, if required, during or at the end of the household's stay, provided the household agrees. It can't be used by you or the household for any other purpose.

You can make a claim against the security deposit only if the forms in 3.4 were completed and submitted on the THVM at the beginning of the household's stay. This includes identifying the amount of the security deposit in the 'comments' field in the THVM when making a placement ([see appendix seven](#)).

MSD must approve security deposit grant amount

MSD will decide whether to approve the security deposit for a household, generally before the household starts its stay.

⁵ Note, the primary purpose of the special needs grant is to cover damage claims, much like a bond with the Residential Tenancies Act 2020.

Before doing so, MSD must be satisfied the amount of security deposit required by you is reasonable. MSD has guidelines for providers on the maximum amount usually granted.

[Security deposit must be a reasonable amount \(Work and Income\)](#)

You will need to advise MSD through the THVM of the security deposit amount you have agreed with the household. This is done in the comments section when making a placement. If the required security deposit exceeds the maximum amount in MSD's guidelines, you will need to provide reasons for this. For a screenshot see [appendix seven](#).

Depending on the reason given, MSD may contact you for more information before deciding if a grant can be approved.

Claiming for loss or damage under the security deposit

If household member or visitor has caused loss or damage, you must discuss it with them. A household is responsible for a visitor's damage. If the household member agrees there has been damage, you must complete a security deposit claim form and submit it to a local Work and Income office, along with an invoice for MSD to pay.

Work and Income has more information on the security deposit on their website.

If the household fails to formally 'check out' of the property, you are not required to discuss the costs of any damage with the client. You can submit the declaration and invoice in person at the local Work and Income office or upload it through the THVM. On receipt of the invoice and declaration, the local Work and Income office can pay you up to the amount of the security deposit originally approved at the start of the household's stay.

Where a client has ended their stay with you, you have up to three months to make a claim with MSD for loss or damage under the security deposit, using the security deposit claim form.

[Security deposits \(workandincome.govt.nz\)](https://workandincome.govt.nz)

[Security deposit claim form](#) (195KB, pdf)

Costs covered by the security deposit

The security deposit can cover actual and reasonable costs such as, but not limited to, any breakage or damage caused by the household (or their visitors) to the property, whether intentional or accidental, such as damage to walls, doors, curtains or furnishings. This does not include deterioration, which is general wear and tear, as this is usually a property owner's responsibility.

You must check for any loss or damage against photographs of the property that were taken when the transitional housing service started and discuss these with the household before they leave the property.

If there are any losses from failure of the household member to meet his or her obligations to you under the housing agreement, the security deposit can cover these too. Examples include:

- the cost of replacement of items (furnishings or fittings) that the household member has removed from the property
- any excessive cleaning charges from the property being left in an unacceptable state (this must be over and above the normal level of cleaning required)
- household contribution arrears (unpaid accommodation costs)
- insurance excess for a claim for damages or loss
- cost of replacement property keys.

If MSD pays any of the security deposit on the household's behalf and the household doesn't agree with the amount they've been charged, this will be a dispute between you and the household, not MSD.

The household will need to resolve this dispute directly with you through your normal dispute resolution process. The IDR service cannot be used to resolve disputes about the security deposit or household contributions.

The security deposit cannot be used to cover:

- telephone, internet or pay-television charges
- mini bar
- laundry charges
- meal charges
- storage of additional goods (for example, car parts, recreational equipment etc)
- car parking
- power charges
- methamphetamine testing
- water charges.

There are some costs you will not be able to invoice MSD for under the security deposit, these include:

- more than the agreed amount of the security deposit
- loss or damage identified after a household has moved out of the property if they met with you and you inspected the property before they moved out

- the cost of loss or damage where the household disagrees with the amount of the damage or responsibility
- damage or loss that is older than three months
- where costs are not actual and reasonable
- costs for fair wear and tear.

In these instances, you'll need to follow this up with the household (or your insurance company where the amount is more than the security deposit), except where costs are for fair wear and tear.

Where a security deposit does not cover damage costs, you may be able to request maintenance costs from us up to the amount specified in your services agreement. You cannot claim unpaid household contributions from the maintenance costs.

4.6 Maintenance cost claims from Te Tūāpapa Kura Kāinga

If the security deposit is insufficient to cover damages, you may be able to claim maintenance costs from us.

For claims up to \$5,000 (GST exclusive):

- provide a brief statement of the incident
- confirm the security deposit was accessed or attempted
- include photos of the damage and photos taken when the household moved in to show the condition before damage
- provide verification of costs (invoice or quote)
- submit a valid tax invoice to us.

For claims over \$5,000 (GST exclusive):

- get pre-approval from us before work begins
- provide a brief statement of the incident
- submit two quotes from different suppliers
- include photos of the damage and photos taken when the household moved in to show the condition before damage
- indicate your preferred supplier
- after approval and work completion, submit the invoice and tax invoice.

Important notes:

- Photos showing the property's condition at the start of the tenancy are mandatory for all claims.
- Claims must be submitted within six months of damage occurring.
- We have no liability to you once the maintenance costs fund is exhausted under your services agreement.

5.0 Ending a transitional housing service

You must update the THVM when a household leaves your accommodation service⁶. This allows MSD to stop the redirection of any benefit from the appropriate date.

The following information is useful for the update:

- the date the client left the service
- the reason why they left
- what type of accommodation the client has found (if known)
- the new address of the client (if known).

Where possible you should conduct an exit interview with the household.

Once the household has exited the property it will automatically become vacant in the TVHM and will be available for new referrals.

If the property is not available for a new household, you need to update the status of the property to 'out of use' and provide the reason.

When the property becomes available, you need to update the property by marking it 'for use'.

5.1 Transitioning households from your service

Households should be encouraged, where possible, to move into accommodation that is considered, or will lead, to longer-term, sustainable private accommodation (rental, boarding and home ownership).

In your work with the household (and MSD) you may be able to identify if the household needs products and services to help sustain private accommodation, for example, financial and household support. You may not sell or provide furniture from your service to the household.

⁶ In contrast to any ongoing support services that may be provided to the household.

There are a range of products and services that can support households into private accommodation. These include support for moving house (for example, bond and relocation) and for ongoing housing costs (for example, repairs, maintenance, keeping the home warm).

[Housing support products factsheet for community and iwi partners](#) (1.27MB, pdf)

[Moving house \(workandincome.govt.nz\)](#)

[Housing costs \(workandincome.govt.nz\)](#)

5.2 Post-exit support services

When a household moves out of transitional housing, you must provide continued support services for up to 12 weeks following their departure. This support is designed to help households successfully maintain their new housing arrangements.

You must:

- offer continued support services to all households leaving your transitional housing
- meet with the household regularly during the 12-week period after they leave
- focus on identifying and addressing issues that might threaten the sustainability of their new housing situation
- tailor support to each household's specific needs in their new housing environment.

The household can accept or decline this support. If accepted, your support should be proactive in helping them adjust to their new circumstances for a smooth transition.

Transitioning a client into social housing

For some households, it may be appropriate to transition into social housing. In these cases, you must support them to apply and be assessed.

If they are already on the housing register, you must make sure their application is up to date. If you are the appointed agent for the household, or the household has completed the housing privacy consent form, you can contact MSD to update their circumstances.

[Housing privacy consent form](#) (756KB, pdf)

5.3 Early exits for households in transitional housing

Security of tenure is important for households. Therefore, any early exits⁷ that you initiate should only happen where necessary and as a last resort.

Before early exiting a household, assess whether alternative options could improve the situation.

- Assign a different social worker or navigator, for example, where a household ceases engagement with their current social worker or navigator, to better enable their participation in the service.
- Connect the household with support that helps address complex needs (for example, addiction or mental health services).
- Transfer the household to another property in your stock, for example, where the household's behaviour is related to their environment (motel to a standalone property).
- Transfer the household to another provider within your network who can better meet their needs (you'll need to work with the provider directly to arrange a transfer to their service).
- Explore all other internal solutions.

If no alternatives are suitable and an early exit is necessary, you must inform your Senior Advisor at Te Tūāpapa Kura Kāinga and MSD Regional Manager where possible before issuing the exit notice. You will also need to confirm that you've thoroughly considered the steps above before making your decision.

Unless there are exceptional circumstances such as immediate safety concerns, you must exit households as close to 10am as possible and must not exit households on weekends or public holidays, so the household has time to engage with MSD.

6.0 Administrative information and requirements

This section outlines administrative systems and requirements for providers around information management, child support, monitoring and reporting.

⁷ When a household has moved to alternative housing, the household or a household member has died, the property has been abandoned or there has been a breach or breaches of the housing agreement.

Temporary housing vacancy management tool

The temporary housing vacancy management tool provides you and MSD with real-time visibility of transitional housing places. You can get access or cancel access if staff leave your organisation, by emailing MSD at

TH_vacancy_management@msd.govt.nz.

Most of your transitional housing processes are undertaken through the THVM (for example, vacancies, referrals and placements).

The THVM does not replace normal administrative processes (for example, contract management, invoice generation or complaints management). This information will still need to be sent to your Senior Advisor at Te Tūāpapa Kura Kāinga.

Further information about the THVM can be found below.

[Demonstration of the THVM \(vimeo.com\)](#)

[User guide for providers](#) (3.98MB, pdf)

[Frequently asked questions](#) (161KB, pdf)

ShareFile

The THVM has replaced ShareFile⁸. However, where you cannot use the THVM, you may still use ShareFile. It is expected this would only be in limited scenarios.

6.1 Managing household information

You must comply with the Privacy Act 2020 when collecting, sharing, storing, using and disclosing client information.

MSD will only ever share household information with you relevant to the service you provide. The information provided should only ever be used for this purpose.

Household information must not be accessed by anyone without the appropriate authority to do so.

Only the THVM (or ShareFile) may be used to share client information. No client information is to be sent using any other method such as email, fax, post and courier or in person, between you and MSD or Te Tūāpapa Kura Kāinga.

Privacy breaches

Definition

A privacy breach occurs when personal information is improperly handled through:

⁸ An earlier record-sharing/storage file system.

- unauthorised or accidental access
- improper disclosure, alteration, loss or destruction
- preventing individuals from accessing their own personal information (such as through account compromise).

Legal obligations

Under the Privacy Act 2020, notifiable privacy breaches must be reported. A notifiable breach is one that has caused or is likely to cause serious harm.

[Privacy Act 2020 \(legislation.govt.nz\)](https://legislation.govt.nz)

Reporting requirements

If a notifiable breach occurs, you must:

- notify us, MSD and the Privacy Commissioner
- inform affected individuals
- make these notifications as soon as reasonably practicable.

Notification to the Privacy Commissioner should occur within 72 hours of becoming aware of a notifiable breach.

[Privacy breaches \(privacy.org.nz\)](https://privacy.org.nz)

Correcting inaccurate household information

If a household informs you that the information you hold about them is incorrect or incomplete, you will need to correct the information or attach a statement to their record stating the correction sought by the household.

If the incorrect information has been provided by MSD, you are required to inform MSD about the corrections. Where appropriate, you should advise the household to contact MSD if they want the information corrected in MSD's records.

Providing household information

You are required to provide the household with any information you hold about them if requested.

Storage and security of household information

If you need to store client's personal information, including information provided by MSD, you must safeguard the information against loss, unauthorised access, use, modification or disclosure and other misuse.

Electronic storage

When storing household information electronically, your systems, processes, procedures and policies must comply with the New Zealand Information Security Manual (NZISM). Your organisation must implement processes to mitigate the risk of unauthorised access, including regular security updates and password management protocols.

Each user must be assigned their own individual account with unique login credentials. Password sharing is strictly prohibited. All passwords must meet the minimum standards specified in the current version of the NZISM for adequate protection of sensitive information.

When a user leaves your organisation their THVM, ShareFile and all other system access must be removed.

[New Zealand Information Security Manual \(nzism.gcsb.govt.nz\)](https://nzism.gcsb.govt.nz)

Physical storage

When not in use, physical copies of household's personal information, records and documents must be kept in a locked storage receptacle.

Disposing of information

You must not keep a household's personal information provided by MSD for any period longer than for the purpose it was provided for.

When disposing of a household's personal information you must take all reasonable steps to safeguard against interception, misuse and disclosure.

Hard copies must be disposed of in a secure destruction or shredding bin (not a regular bin) or through a document destruction agency and electronic documents must be deleted permanently.

6.2 Protecting household privacy

The referral you receive in the THVM will show whether the client and household members referred by MSD have given consent to share their information. You will not receive a referral if the household has not given their consent.

In the case of a self-referral or third-party referral, households should complete the housing privacy consent form. MSD will not disclose any information to you until the household has completed and signed a housing privacy consent form.

Once signed by the household, the forms should be sent to MSD via THVM.

[Housing privacy consent form](#) (756KB, pdf)

Disclosure of personal information to Te Tūāpapa Kura Kāinga

You must include the following statement in your existing privacy statements, consent forms, or applications forms.

“As part of delivering housing services, we are required to disclose some personal information about you to Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development (Te Tūāpapa Kura Kāinga). Te Tūāpapa Kura Kāinga regulates Aotearoa New Zealand’s housing system and is responsible for funding the housing services we deliver. The personal information we disclose to Te Tūāpapa Kura Kāinga varies according to the services you use, but may include your name, gender, date of birth, ethnicity, number of dependents and information about your use of services.

Te Tūāpapa Kura Kāinga will use this information to manage our operational functions and for research and monitoring purposes. You have the right to ask for a copy of any personal information Te Tūāpapa Kura Kāinga holds about you, and to ask for it to be corrected if you think it is wrong, by contacting privacy@hud.govt.nz”.

You can read our privacy statement on our website.

[Privacy statement – housing services \(hud.govt.nz\)](https://www.hud.govt.nz/privacy-statement-housing-services)

Conflict of interest

A conflict of interest occurs when your personal or business interests or obligations could conflict with your obligations as a transitional housing provider, potentially compromising independence, objectivity or impartiality. This applies to the provider organisation as well as its officers, employees, agents, contractors and sub-contractors. Conflicts can be:

- actual: the conflict currently exists
- potential: the conflict is about to happen or could happen
- perceived: others might reasonably think there is a conflict.

Managing conflicts of interest

As a provider, you must:

- take proactive steps to avoid situations that might create conflicts of interest in service delivery
- promptly notify us of any actual, potential or perceived conflicts
- work with us to determine whether the conflict can be managed and document the agreed approach.

Your organisation should have internal processes to identify and manage conflicts as they arise.

This approach helps household information to be used appropriately, decisions remain impartial, and the risk or appearance of bias is effectively managed.

6.3 Reporting and monitoring

We will monitor your service on an annual basis or as otherwise agreed in writing. For example, for new providers the service agreement specifies scheduled monitoring on a six-monthly basis. Monitoring of the service is based on performance measures as per your services agreement.

Other monitoring requirements

Consistent monitoring of the household's contributions is required so they do not fall behind with their payments. Providers are expected to work closely with households to prevent this happening. For example, after two consecutive weeks of unpaid contributions, you should contact MSD for help to support the household.

6.4 Business continuity

Business continuity plans must be in place for exchanging information when business-as-usual processes are unavailable.

Provider business continuity plan

You must have a current business continuity plan that clearly details your capacity and capability to deliver services when your IT system is unavailable, or in the event of an emergency.

Your plan should include:

- resource gaps and plans to cover these
- any support you require to cover the period of emergency management
- agreement on who will contact households and how they will contact them
- agreement on how your clients will be managed through a delay or emergency.

THVM business continuity plan

If the THVM is unavailable, the exchange of client information will occur via an encrypted flash drive, referred to as the iron key process, described in [appendix five](#).

Te Tūāpapa Kura Kāinga or MSD will notify you if you need to use this process.

Appendix 1: Definitions

The table below outlines the commonly used terms and their definition used throughout these guidelines.

Term	Definition
Agent	A nominated person or organisation that can act on behalf of an MSD client.
Assessment	Assessment of eligibility and suitability to enter a service supplied by a provider.
Beneficiary	A recipient of a main benefit, New Zealand Superannuation (NZ Super) or veteran's pension – excludes student allowance.
Change in circumstance	Change to a person's financial or family situation that may affect their application for social housing; their entitlement to financial assistance from MSD or their contribution (including people that are not MSD clients).
Contracted provider	A transitional housing provider who is contracted by Te Tūāpapa Kura Kāinga to provide services for people who need immediate housing.
Contribution for transitional housing services	Twenty five percent of a client's net income paid on a weekly basis as a contribution to receiving transitional housing services.
Household	People who stay in transitional housing.
Housing manager	The liaison between providers and MSD who deals with client administration.
Iron key	Is a secure portable USB flash drive to collect and exchange information between MSD and contracted providers. This applies only when MSD's business continuity plan has been activated.

Longer-term housing	An accommodation solution which is longer than three months and is sustainable for the client. It may include alternative housing (for example, rental, flatting or boarding in private market, home ownership) or social housing.
Maintenance costs	Funds that can be applied for (to Te Tūāpapa Kura Kāinga) by the provider as a last resort for damages (that cannot be met by other means). Further details are in the services agreement.
Non-beneficiary	A person not receiving a main benefit, NZ Super or veteran's pension but who may be receiving ongoing financial support (for example, student allowance, childcare assistance etc).
Provider	Housing provider who has signed a service agreement with Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development.
Redirection of benefit	Where part of a client's benefit is paid directly to an organisation, or to a provider for a client contribution.
Referral	A client referred to a contracted provider for assistance with a housing need.
Security deposit grant	A conditional payment approved by MSD to help individual and families access emergency or transitional housing. MSD can pay the security deposit grant to the provider for loss or damage caused either by the individual or a member of their whānau during their stay.
ShareFile	The secure portal used for transfer of client information between the MSD, Te Tūāpapa Kura Kāinga and providers.
Short-term housing	Temporary accommodation that provides a stable place for the individual or family with an immediate housing need to stay while their needs can be understood and addressed and until a longer-term accommodation solution can be found. Tailored support services can also be provided to eligible individuals and whānau.

Temporary housing vacancy management tool	A database that allows MSD frontline staff to search for vacant contracted places with providers that are available to address a client's housing need.
Transitional housing	Transitional housing (including contracted motels) provides warm, dry, short-term accommodation for people and families who don't have anywhere to live. This includes support services which are tailored to the household's needs.
Vacant contracted place	A vacant contracted place can be for an individual or whānau. A vacant contracted place for an individual will only require one bed, while a place for whānau will obviously need more than one bed.

Appendix 2: Content requirements for housing agreements

Each housing agreement must, at a minimum, cover the following matters in a manner consistent with the provider's transitional housing services agreement (or transitional housing support services agreement) with us.

General

- Full name and contact details (including a mobile telephone number and email address (if any)) of the provider and the household.
- The housing address.
- Date of the housing agreement, and if it is different, the date the household started using the housing.
- Provider's address for service.
- Household's address for service.
- Date on which the household's stay will end in the housing unless the housing agreement is renewed (being the later of 12 weeks from the date of the housing agreement or 12 weeks from the date of the last renewal) or an early exit occurs.
- Maximum number of occupants.
- Whether any signatory to the housing agreement is under the age of 18.
- How much the household will contribute per week to the cost of the housing, the timing and frequency of the payment, and whether it is via a household payment into the provider's bank account or via the redirection of a Work and Income benefit from MSD.
- Provider and household's bank account details (if relevant).
- A note that the household's contribution may change if the household has a change in circumstances.
- The household's responsibility (if any) for utility charges (electricity, gas, water, telephone, and internet etc).
- Reference to the relevant security deposit for the housing, which must either be in the form of a pre-approved security deposit grant by MSD or paid into the provider's bank account, to be held on trust and only utilised if damage is caused during their stay.
- A list of all of the chattels in the housing (for example, furniture, whiteware, appliances, kitchen utensils, cookware and lightbulbs).

- Photos, agreed by the household, of the condition of the housing at the start of the household's stay.
- A statement to require all parties to take reasonable steps to reduce the damage or harm caused in the event of a breach of the housing agreement by the other party.
- A statement that any changes are to be recorded in writing and signed by the provider and the household.
- A statement that the provider (and their staff and contractors) and the household will treat each other with respect.

Household responsibilities

Details of the household's responsibilities to:

- pay the household contribution on time
- keep the housing reasonably clean and reasonably tidy, and in a condition that does not create a health and safety hazard
- not interfere with the reasonable peace, comfort or privacy of neighbours
- only use the housing for residential and lawful purposes
- pay all bills for utilities (for example, electricity) on time
- not damage or permit damage to the housing and inform the provider of any damage -- and similarly, for contamination (for example, from methamphetamine)
- pay to repair any damage caused by the household or any visitor to the household, up to the value of the relevant security deposit
- not alter the housing in any way without the provider's consent – noting that permission may be requested for changes to be made to ensure the housing is physically accessible and physically safe
- observe the programme and site-specific rules notified in writing by the provider
- be willing to commit to looking for alternative adequate accommodation and demonstrate that they are taking reasonable steps to find accommodation, as appropriate in their circumstances (in accordance with housing agreement)
- comply with valid provider notices regarding entry to the housing to undertake property inspections, contaminant testing or sampling, maintenance or repairs, and to prepare for compliance with the healthy homes standards and allow emergency work to occur without notice

- allow motel operator staff to enter (if the housing is a motel) and lightly clean your unit (and provide replacement towels and linen) in line with their obligations and schedule
- leave the housing clean and tidy and clear the property of all household rubbish and possessions at the end of the stay
- return the keys to the provider at the end of stay and leave any chattels supplied by the provider
- act in accordance with any mediated outcome or decision of the Independent Dispute Resolution Service
- not seek to assign (or transfer) the household's right to occupy to anyone else, or to add members to the household without the provider's consent.

Provider responsibilities

Details of the provider's responsibilities.

If the housing is a motel, the housing should:

- be warm, with heating available at a minimum in the main living area
- not have an open fire or unflued combustion heater as a heating source
- have draught-stopping in place to block any draughts
- be clean, tidy and dry, with no evidence of mould at the start of a household's stay
- be pest free, with measures in place to deter any external infestation
- have all relevant consents and be compliant with all relevant laws.

Provide access to:

- safe drinking water, sanitation, washing facilities and refuse (or rubbish) disposal
- lighting, cooking facilities and if not on site, laundry facilities that are nearby
- sufficient furniture, whiteware, kitchen utensils, cookware, linen and towels (where needed) for temporary residential use
- and maintain the housing in a good state of repair having regard to its age and character
- a 24/7 notification point which allows households to notify of any damage to or a need for repairs
- repairs for serious damage and issues that affect the safety and security of the household with urgency and in all other cases respond to the household as

soon as reasonably practicable but within two business days, with a plan and remediation response time

- suitable audible alarms activated by smoke in the housing that either meet or exceed the substantive requirements of the Residential Tenancies (Smoke Alarms and Insulation) Regulations 2016 and be responsible for the replacement of batteries
- decontamination for methamphetamine residue where levels exceed 15ug/100cm² and otherwise comply with regulations regarding the management of methamphetamine contamination in rental housing
- temporary changes to ensure the physical accessibility and safety of the housing and the household in line with the provider's obligations to Te Tūāpapa Kura under its services agreement
- any provider-specific transitional housing programme or housing site-specific rules (including body corporate rules) the household must comply with during their stay and a statement that these and fire evacuation procedures will be displayed in the housing
- information about how renewals and terminations will occur

Providers must:

- not undertake property inspections more frequently than once in any two-week period, with the provider moving to longer periods between inspections on notice to the household
- not give written notice for contaminant testing or sampling more than 14 days before entry to the housing is intended
- take all reasonable steps to ensure that none of the provider's other clients causes or permits any interference with the reasonable peace, comfort, or privacy of the household.
- only conduct property inspections, contaminant testing or sampling and any work to conduct maintenance or repair damage or for the purposes of complying with the healthy homes standards, between 8am and 7pm, having given two days prior written notice to the household. Emergency repair work may occur outside of these days and without notice
- store any household belongings for 21 days to allow for collection by next-of-kin if a household member dies during their stay
- set out details about the raising and resolution of any issues, and escalation to independent dispute resolution (when required)
- comply with any mediated outcome or decision of the independent dispute resolution service.

Appendix 3: Instructions and examples for calculating contributions for clients in transitional housing

How to calculate rate

When you have confirmed the person's suitability to your service, you will need to calculate their contribution amount based on the person's income and family circumstances (refer to [appendix seven](#)).

After you have advised the person of the amount of their contribution, you will need to let MSD know by completing and submitting the redirection of benefit payment form. To assist MSD to load the redirection promptly, these forms are required as soon as possible via the THVM.

[Redirection of benefit form](#) (792KB, pdf)

Clients receiving benefits with no other income

For people whose sole source of income is MSD Work and Income benefits, NZ Super, or veteran's pension and family tax credits, the amount the client must pay is shown in the table in [appendix seven](#).

The rates were calculated using 25 percent of the most applicable main benefit, NZ Super or veteran's pension rate and rounded down to the nearest dollar value.

For example, Alex is married and has no children. Both Alex and their partner receive a supported living payment. Their net income is \$699.70 per week (from 1 April 2025).

The weekly contribution amount for this household (married, supported living payment with no children) is \$174.00 (25 percent of net income of \$699.70).

MSD will review these benefits, and pension rates every year in line with annual general adjustments to the benefit rates, or when benefits are adjusted for other reasons. The latest benefit rates can be found on the Work and Income website.

[Benefit rates from 1 April 2025 \(workandincome.govt.nz\)](#)

Clients who are working or receiving benefits with other income

For people who are working or receiving benefits and other income (such as family tax credits or wages), you can calculate the rate using their actual or estimated income.

The rate of their contribution will be 25 percent of their total net income.

For example, Ashley is single and receives an annual net income of \$23,920 or \$460 per week. The weekly contribution amount for Ashley is \$115 per week (25 percent of net income of \$460).

Family tax credits

Family tax credits (FTC) are also considered income for the purposes of the client contribution amount. The amount of the contribution is based on 25 percent of the family tax category “first or only child, regardless of the number of children”.

We have calculated this amount for you as follows.

FTC ‘first or only child’ (as at 1 April 2024) \$144.30	FTC contribution amount per day	FTC contribution amount per week	FTC contribution amount per annum
	\$5.15	\$36.07	\$1,875.64

Clients with a shared custody arrangement may also be receiving FTC for the time that they have custody of their children. To calculate the contribution amount you will need to use the daily FTC contribution rate.

For more help, see the Work and Income website.

[Examples of calculating 25 percent of family tax credit entitlement \(workandincome.govt.nz\)](https://www.workandincome.govt.nz/examples-calculating-25-percent-family-tax-credit-entitlement)

Charging less than the rate calculated

There is some discretion to charge less if you choose to do so in exceptional circumstances, such as where:

- you consider the person does not have sufficient income to cover the contribution due to bankruptcy
- the person has no income as they are waiting for MSD Work and Income to grant their benefit.

In both these situations, once the person can pay the full contribution, you should change the amount charged to the correct rate.

Paying the contribution: redirections from MSD Work and Income

If the person is on a main benefit, NZ Super or veteran’s pension, MSD can redirect the client’s contribution amount to you, provided you have registered with Work and Income as a supplier.

[Register with Work and Income as a supplier \(workandincome.govt.nz\)](https://workandincome.govt.nz)

Note: Student allowances cannot be redirected.

Discuss with the client their contribution amount and present the option to redirect a portion of their benefit (if applicable) to cover the cost of the contribution. Advise MSD if the household had agreed that the contribution will be paid by redirection of benefit.

Benefit payments are paid one week in arrears. The start date of a redirection of benefit will be set up to reflect this. This generally means that contributions to your service will commence the week after the person starts in your service.⁹ The redirection forms need to be provided promptly to MSD for payment.

If a client's benefit stops, redirections cannot be made, and you will have to request payment direct from the client.

Paying the contribution: People who are working

You will need to make your own payment arrangements for people who are working and not receiving a benefit to pay their contribution, or where the client does not want a redirection in place.

Client contribution arrears

Consistently monitor the client's payments so the client does not fall behind in their payments (arrears). When dealing with unpaid household contributions, providers should first check with tenants about the missed payment and discuss how they plan to bring the household contribution up to date.

Record any payment agreements in writing. If an agreement cannot be reached, providers can send a notice to remedy (if the tenant owes less than 21 days' household contribution), consider dispute resolution options, or inform tenants about the accommodation supplement support from Work and Income that may be available to help with their payments, even for tenants not on benefits.

Utilities charges – transitional housing properties

If your service has separate charges for the cost of utilities (power, gas, internet etc) these can be charged separately.

Clients entering your service must be advised of the amount of the charge and what the charge is in relation to before they begin their stay with your service.

Typically, a utilities charge can cover:

- electricity and gas, including refilling gas bottles

⁹ New Zealand Superannuation and Veterans pensions are paid fortnightly. To confirm the start date, you should call your MSD contact person.

- telephone and internet
- water consumption charges if the water supplier charges on how much is used.

You cannot charge a utilities fee to cover:

- property rates paid to the council
- insurance premiums for insuring the house (not the contents)
- body corporate levies if the property is part of a unit title
- hire charges for gas bottles, if the property has gas supplied by bottles as the main form of water heating and cooking.

If your service charges a utility fee you must indicate the amount on the comments section in the placement screen in the THVM separately to the client's contribution amount. You may also wish to add the utilities charge along with the client's contribution amount in the redirection of benefit payment form.¹⁰

[Redirection of benefit payment form](#) (792KB, pdf)

Utilities charges – transitional housing models

Contracted motels must provide business as usual services for contracted units. Some contracted motels may have additional charges for services such as telephone, internet and laundry. If these charges do apply, then clients are required to pay these direct to the motel.

¹⁰ Note, the use of this form should be limited and phased out, as it's not under special needs grant legislation anymore.

Appendix 4: Incident and event template and guidance

The following template must be used to notify your Senior Advisor at Te Tūāpapa Kura Kāinga of class 2 (high or extreme) incidents or events. Send completed forms to incidents@hud.govt.nz.

Provider report for class 2 (high or extreme) incident and event	
Provider reference number:	The incident reference number generated by the provider
Date of incident or event:	Date incident or event occurred
Date Te Tūāpapa Kura Kāinga was first notified of the issue:	This date should ideally match the date of occurrence. If not, include details of the reason for the delay
Address of place and region:	Address applicable if incident occurred in a contracted transitional housing property or transitional housing motel
Name of provider organisation:	Your organisation name
Service type:	For example, transitional housing property or transitional housing motel
Incident details	
Background and cause of the incident:	Household composition (for example, single male, couple with three children) without names General circumstances leading to the incident
Details of the incident:	Emergency services involvement (Police, ambulance, etc) and their actions Current status of affected parties (medical treatment required or received)

	Type of wrap-around services provided to those involved
Current status of involved parties:	<ul style="list-style-type: none"> • Whether they remain in the service • If an exit occurred, reasons and alternative accommodation arrangements • For health-related issues (including mental health or addiction), current support from health providers
Risk mitigation measures:	<ul style="list-style-type: none"> • Steps taken to address the immediate situation • Measures implemented to prevent recurrence • Follow-up safety plan details
Next steps and follow-up:	<ul style="list-style-type: none"> • Actions required from the provider, Te Tūāpapa Kura Kāinga, or other parties • Timeframes for completion

Appendix 5: MSD business continuity plan

This section details the MSD's business continuity plan if the THVM is unavailable. MSD will advise you when the business continuity plan will be activated.

Business continuity process

The process outlines the method of exchanging information, not the information to be exchanged.

If the THVM is unavailable for an extended period, we may request monthly occupancy reporting from you. Your Relationship Manager will provide you with access to a secure file sharing portal known as Kahu.

Iron key process

If MSD notifies you that the business continuity process has been put in place and the iron key process will be used, they will also advise you the name and contact details of your local 'iron key runner'.

This means that the nominated person will come to you to download and upload all forms related to:

- successful referrals to your service
- any monthly reporting that may be due.

Under no circumstances can any client information, forms or templates be emailed. When you have information ready to be collected, telephone your MSD nominated person and arrange a time for collection. This person will then come to your office, download the information to the iron key and take it back to the local office where they will complete any action on the client's records or on send the information to the MSD contact person. If information needs to come back to you, the nominated MSD contact person will email it to the 'iron key runner' who will contact you and arrange a time to deliver it to you. They will then download the information on to your system.

This process will continue only until the THVM issue is resolved. MSD will advise you when to return to business-as-usual.

If you have any concerns about moving to the MSD business continuity plan, contact the MSD contact person or your Senior Advisor at Te Tūāpapa Kura Kāinga.

Appendix 6: Contribution amounts for beneficiaries from 1 April 2025

The contribution amounts in this table are calculated using 25 percent of:

- the most applicable main benefit or New Zealand Superannuation net rate
- the family tax credit category 'first or only child, 0–15 years.

Household type	Income per week	25% of benefit income	25% of family tax credit payable	Total contribution amount (rounded down)
Youth payment – single young person, 16–17 years (without children)	\$314.72	\$78.68	\$0.00	\$78.00
Youth payment – married, civil union or de facto couple (without children)	\$614.84	\$153.71	\$0.00	\$153.00
Young parent payment – Married, civil union or de facto couple (with children)	\$649.22	\$162.31	\$36.07	\$198.00
Young parent payment – sole parent aged 16–17 years (with children)	\$505.80	\$126.45	\$36.07	\$162.00
Jobseeker support – single, 18–24 years (without children)	\$314.72	\$78.68	\$0.00	\$78.00
Job seeker support – single person aged 25+ years (without children)	\$361.32	\$90.33	\$0.00	\$90.00

Household type	Income per week	25% of benefit income	25% of family tax credit payable	Total contribution amount (rounded down)
Job seeker support – married, civil union or de-facto couple (without children) total	\$614.84	\$153.71	\$0.00	\$153.00
Job seeker support – married, civil union or de-facto couple (with children)	\$649.22	\$162.31	\$36. 07	\$198.00
Job seeker support – single and receiving domestic purposes benefit, woman alone or widowed woman alone, granted before 15 July 2013 (without children)	\$372.93	\$93.23	\$0.00	\$93.00
Job seeker support – sole parent (with children)	\$505.80	\$126.45	\$36. 07	\$162.00
Sole parent support (with children)	\$505.80	\$126.45	\$36. 07	\$162.00
Supported living payment – single aged 16–17 years (without children)	\$345.14	\$86.29	\$0.00	\$86.00
Supported living payment – single aged 18 years and over (without children)	\$411.80	\$102.95	\$0.00	\$102.00
Supported living payment – married, civil union or de-facto couple 18 years or over (without children) total	\$699.70	\$174.92	\$0.00	\$174.00
Supported living payment – married, civil union or de-facto couple 18 years or over (with children) total	\$734.12	\$183.53	\$36. 07	\$219.60

Household type	Income per week	25% of benefit income	25% of family tax credit payable	Total contribution amount (rounded down)
Supported living payment – sole parent (with children)	\$564.42	\$141.10	\$36. 07	\$177.00
NZ Super or veterans pension – single living alone	\$538.42	\$134.60	\$0.00	\$134.00
NZ Super or veterans pension – single sharing accommodation	\$497.00	\$124.25	\$0.00	\$124.00
NZ Super or veterans pension – married, civil union or de-facto (both qualify) total	\$828.34	\$207.09	\$0.00	\$207.00

Appendix 7: Comments field in the TVHM the provider must complete

You must state what the security deposit amount is (that you have discussed with the household). If the amount exceeds the maximum amount in MSD's guidelines, you must provide an explanation why in the comments field as per the screenshot below.

The screenshot displays a 'Confirm Placement' form with the following sections:

- Placement Details**
 - Property: TH Test Place001-20Aug
 - Location: 20 Kemp Street, Kilbirnie, Wellington, 6022, New Zealand
 - From Date: 20/08/2024
 - Place: TH Test Place001-20Aug
- Household Details**
 - Client name: TH Test Client-one, 20/08/1992
 - Other Household Members: TH Test Client-One-Member-One, 20/08/1994
 - Have all the household members been placed *: Yes (selected)
 - (If No, please provide additional comments)
- Other Details**
 - Referral Source: Work & Income (MSD)
 - Primary Reason for Referral: Homelessness - Temporary accommodation
 - Weekly Contribution Amount *: \$1
- Additional Comments (500 max character limit)**: A large text area for providing details, highlighted in yellow.

At the bottom, there are three buttons: 'Back', 'Cancel', and 'Confirm' (which is circled in red).