



IMMEDIATE ACTIONS FACTSHEETS

AOTEAROA/NEW ZEALAND HOMELESSNESS ACTION PLAN

Phase One 2020-2023

Working together to prevent
and reduce homelessness

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OVERVIEW

An immediate **18 actions** will support over 10,000 individuals and whānau with an investment of over \$300 million (a total of \$337.22 million over three years). This is in addition to the significant investment in increasing public housing and the continued roll out of Housing First.

The plan also includes longer-term actions to be developed over the next three years.

Section in framework	Action	Description and impact	Cost (\$m)
PREVENTION	Partner with Māori, Iwi, hapū and marae to prevent homelessness (HUD)	Partner with Māori, Iwi, hapū and Marae to prevent homelessness through whenua-based initiatives. It will identify and reduce system barriers at the local level to enable further housing delivery to support whānau Māori into housing solutions (including on Māori freehold land).	Part of 20.00
	Redesign and expand Sustaining Tenancies (HUD)	The Sustaining Tenancies programme is being redesigned and expanded to deliver 1550 places per year in high demand areas (4,650 individuals, families and whānau over three years). The service is a prevention intervention which supports people to remain in their tenancy and helps them avoid the instability of insecure housing or homelessness.	25.62
	Expand housing support for young people leaving Oranga Tamariki care (Oranga Tamariki)	Provides sustainable supported accommodation options for young people (additional 168 placements). This action extends supported accommodation placements to eligible young people leaving Oranga Tamariki care or youth justice to support a more gradual transition into adulthood. An additional 34 placements will be available by the end of June 2020.	17.50
	Improve transitions from acute mental health and addiction inpatient units (MoH)	Funding will go to a pilot programme to help approximately 100 people transition from acute mental health and addiction inpatient units into the community, with housing and other wraparound support.	16.30
	Support for women leaving prison (Ara Pouatama Aotearoa/Corrections, Kāinga Ora)	Provides safe and stable accommodation with reintegration support services for 72 women/wāhine leaving prison. This programme will enable long-term sustainable outcomes for women/wāhine, their children and wider whānau.	0.96
	Support for returned overseas offenders who are homeless (Ara Pouatama Aotearoa/Corrections, Kāinga Ora)	Provides accommodation and support to assist reintegration back into a New Zealand community environment for up to 30 people a year (90 people in total). The support will enable them to better reintegrate back into a New Zealand community environment and reduce the reliance on motel accommodation that is currently being used.	5.04

Section in framework	Action	Description and impact	Cost (\$m)
SUPPLY	Urgently increase supply to reduce the use of emergency accommodation (HUD, Kāinga Ora)	This action will urgently increase the supply of transitional housing places to reduce the use of emergency accommodation such as motels. Transitional housing provides families, whānau and individuals with a warm, dry, safe place to live and wraparound services while they are supported in finding longer-term accommodation.	175.00
	Support Māori Community Housing Providers and other Maori and Iwi providers to expand supply (HUD)	This action will assist Māori Community Housing Providers to expand their operations and enhance their skills and build organisational capacity and capability (eg property management of large community housing portfolios) It will also assist Māori providers to understand and work with legislation, regulations and planning rules, feasibility studies; organisational development, and navigating consent processes under the RMA and Building Acts.	Part of 20.00
SUPPORT	Pilot a rapid rehousing approach (HUD)	To help individuals and whānau quickly exit homelessness, return to permanent housing in the community, and maintain tenancies (340 permanent places over two years). Rapid rehousing will be a two-year trial starting in mid-2020. This trial service will follow the same principles of Housing First, however it is targeted towards individuals and whānau who have a low to medium complexity of social services needs.	13.50
	Expand support to all people in emergency housing (MSD)	Intensive case managers are employed by MSD and take a holistic approach to peoples needs and wellbeing. Where more intensive support is needed, navigators from a local community organisation will wrap support around the person or whānau. Navigators co-ordinate with community, health and government services so people get the wrap-around help they need. MSD will increase numbers of intensive case managers and navigators so all people living in emergency housing for more than one week can access these services.	\$19.8
	Introduce housing broker roles (MSD)	MSD housing brokers will build connections with local landlords and property managers, promote MSD clients as potential tenants, and match people with housing opportunities in the private rental market. The service is targeted at people in emergency housing or on the public housing register who are likely to be able to sustain a private market tenancy, with the right support. The housing broker service will give MSD clients a better chance of securing tenancies and gaining homes in the private rental market.	\$8.67
	Better prepare people for private rental (MSD)	MSD will fund local programmes to help people gain the skills, knowledge and credibility they need to be chosen as tenants and gain a home in the private rental market. The programmes are for people in emergency housing or on the public housing register.	0.74

Section in framework	Action	Description and impact	Cost (\$m)
	Assistance for family/whānau with children in emergency housing (MSD)	A flexible funding package will assist whānau with children with the extra stresses and costs of living in emergency housing, where other support is not available. It will be used to support the wellbeing and education needs of the children, to minimise disruption to their lives and keep them connected with school, early childhood education and other activities. In the last two weeks of September 2019, there were 2,640 households getting emergency housing grants. Of these, approximately 1,300 were families with children.	9.29
SYSTEM ENABLERS	Create a local innovation and partnership fund (HUD)	A fund to support the development and implementation of local initiatives to respond to and prevent homelessness. It will enable agencies and community organisations, Iwi and wider community partners to work together on initiatives to address system gaps and improve support or prevention tailored to needs in that area.	16.60
	Build capability and capacity of Māori providers (HUD)	Māori housing providers (Housing First providers, Community Housing Providers and other Māori community groups) providing support to people experiencing homelessness are a key element of an effective homelessness response. Initiatives are in development to build capacity and capability of Māori providers and services working with Māori experiencing homelessness.	4.00
	Enable and support kaupapa Māori approaches (HUD)	The action plan's approach to reducing Māori homelessness is situated in kaupapa Māori, a Māori world view in which Māori values, tikanga and te reo Māori anchor all action. To reduce Māori homelessness, organisations must be supported to take kaupapa Māori approaches to develop and deliver services to achieve Māori housing and wellbeing outcomes.	Part of 20.00
	Ongoing involvement of people with lived experience of homelessness (HUD)	This action is to set up meaningful ongoing engagement of people with lived experience of homelessness. An ongoing platform of engagement with people with lived experience would provide insight and voice within our policy, evaluation, design and delivery work on homelessness and will ultimately help to deliver a more effective response to homelessness.	0.20
	Improve evidence and data on homelessness (HUD)	To build a stronger evidence base for informing responses and funding decisions based on New Zealand information. Actions implemented as part of the action plan will be monitored, reviewed, evaluated and reported on regularly to understand if and where progress is being made.	4.00

PREVENTION



Individuals, families and whānau receive the support they need so that homelessness stops happening in the first place

Prevention actions work to ensure individuals, families and whānau receive the support they need so that homelessness stops happening in the first place. Pathways into homelessness are varied, and there are many touch points where people are interacting with other government agencies or other organisations in their communities.

Support at the right time can prevent someone from becoming homeless or needing emergency housing. Immediate actions will help people address issues that put their tenancies at risk and support people at points where they are at risk of homelessness.

In the longer-term, agencies will continue to embed prevention responses and work to better coordinate services so that no one falls through gaps in support.

Partner with Maori Iwi, hapū and marae to prevent homelessness through whenua-based initiatives

- Supporting whānau Māori to find and keep safe, secure, healthy and affordable housing is essential to reducing the numbers of Māori becoming homeless.
- A key focus of the action plan will be preventing homelessness among Māori through whenua-based initiatives.
- Many existing Māori providers and marae-based whānau services are engaging and extending their provision to homelessness support.
- Government will continue and extend its relationships with Iwi, hapū, marae and Māori organisations to prevent further homelessness, particularly where they identify land availability, tribal development and options to improve economic futures.

Why is this needed?

By any measure, Māori are currently massively overrepresented among people experiencing homelessness. Iwi, hapū, whānau, and Māori organisations are actively looking to develop housing and are wanting to partner with government.

What will this action do?

It will identify and reduce system barriers at the local level to enable further housing delivery to support whānau Māori into housing solutions (including on Māori freehold land).

It will reduce barriers to being able to build a range of appropriate housing for Māori, including houses, papakāinga and kaumatua flats.

It will work with local authorities to help drive solutions that can enable Iwi, hapū and whānau who are ready and able to develop housing.

How will the work prevent and reduce homelessness?

Being able to access a range of appropriate housing options will reduce the risk of Māori becoming homeless or needing to live in housing that does not meet basic needs. Māori housing developments will also provide opportunities for training and economic development.

How much funding will be provided?

A total of \$20 million is being invested across supply and prevention initiatives focused on working with Māori Iwi, hapū and marae to prevent homelessness and expand supply.

Redesign and expand Sustaining Tenancies

- Sustaining Tenancies is one of the Government's and the Ministry of Housing and Urban Development's main interventions focused on preventing homelessness. The Sustaining Tenancies service funds community-based providers to support households who are in public and private housing and need help to sustain their tenancy.
- The Sustaining Tenancies service is currently undergoing a full redesign with the sector with the intention of providing a redesigned service for up to 4,650 households, over three years, from July 2020.
- Engaging in a full redesign process with the sector will ensure we work with providers who have different levels of expertise and who operate in different regions of New Zealand – not just those involved in the existing service.

What is the Sustaining Tenancies service?

The Sustaining Tenancies service is a prevention intervention which supports people to remain in their tenancy and helps them avoid the instability of insecure housing or homelessness.

Sustaining Tenancies provides funding for community-based providers to support households in private or public housing who need help to sustain their tenancy and address any issues that are putting their tenancy at risk.

How will this work to prevent and reduce homelessness?

People who leave their rented accommodation in adverse circumstances can experience homelessness and its associated social and health harms.

How many people will this support?

It is estimated that the re-designed service will support up to 1,550 households per year (4,650 over three years).

Where is Sustaining Tenancies currently operating?

Sustaining Tenancies is currently operational in Auckland, Wellington, Christchurch, Northland, Rotorua, Hamilton, and Hawke's Bay until 30 June 2020, supporting up to 550 households.

Where will Sustaining Tenancies be provided after the re-design?

While some locations will be prioritised for support, it is likely that those places may be delivered in Auckland, Wellington, Christchurch, Northland, Tauranga, Hamilton, Rotorua, Hawkes Bay, Nelson, Blenheim and Dunedin.

How much funding will be provided?

A total of \$25.62 million over three years is being invested into the redesign and expansion of Sustaining Tenancies.

Expand housing support for young people leaving Oranga Tamariki Care

- This action extends supported accommodation placements to eligible young people leaving Oranga Tamariki care or youth justice to support a more gradual transition into adulthood.
- Housing stability is the biggest identified issue facing young people leaving Oranga Tamariki care. Addressing housing needs first reduces the likelihood of homelessness, benefit receipt, and offending. Homelessness early in life can lead to chronic homelessness later in life.
- Funding will provide an additional 168 placements over four years to extend the number of supported accommodation options available for the transition cohort Oranga Tamariki works with.

What is housing support?

Housing support will provide stability and encouragement to young people leaving care or youth justice so they can thrive as independent adults. More young people will have the life skills they need to thrive as adults, have safe and stable living arrangements, are healthy while recovering from experiences that have often interrupted their participation in education, training, employment or volunteering.

Tamariki and rangatahi Māori are disproportionately represented in the care and youth justice systems. Through the Oranga Tamariki Transition Support service, of which housing support is a key component, disparities in outcomes and experiences for rangatahi Māori and their whānau are reduced. Oranga Tamariki will continue work with their Iwi and Māori partners to identify opportunities to provide supported accommodation to rangatahi Māori leaving care or the youth justice system.

How will this work to prevent and reduce homelessness?

Housing stability is the biggest identified issue facing young people leaving Oranga Tamariki care. Addressing housing needs first reduces the likelihood of homelessness, benefit receipt, and offending and reduces the likelihood of chronic homelessness later in life. Young people/rangatahi leaving the care of Oranga Tamariki or youth justice have varying needs, ranging from moderate to high needs. Wrap around support is often required for these young people to experience the same outcomes as other young people who have not faced the same challenges.

Who will this provide support for?

Transition Support Services are for young people leaving the care of Oranga Tamariki or the youth justice system who are at risk of poor housing outcomes. This cohort is estimated to include 6,000 eligible 15-25-year-olds at any one time. Of the eligible cohort of young people transitioning from Oranga Tamariki care or youth justice, an estimated 65 percent are Māori.

Where will this be implemented?

Oranga Tamariki is already undertaking work with providers to identify areas where additional supported accommodation can be put in place. Currently there are supported accommodation options available in Auckland, Wellington, Invercargill and Dunedin. Other priority areas identified are Northland, Waikato, Taranaki/Manawatu and Christchurch.

How much funding will be provided?

A total of \$17.5 million is being invested in additional supported accommodation over four years.

Improve transitions from acute mental health and addiction inpatient units

- Funding of \$16.3 million over four years will go to a pilot programme to help approximately 100 people transition from acute mental health and addiction inpatient units into the community, with housing and other wraparound support.
- The programme will provide housing support, ongoing mental health and addiction support, and other services that may be required by each person such as employment, physical health, living support, assistance with managing relationships, addressing trauma/violence, assistance with budgeting and literacy or educational support.
- The programme will be trialled in two sites – Auckland and Waikato. Auckland and Waikato have been selected for the pilot due to the high pressure on mental health and addiction inpatient units in these areas.

What will this action do?

This action will pilot a transition programme for people leaving acute mental health and addiction inpatient units, so that they receive housing support, ongoing mental health and addiction support, and other wraparound support according to the needs of individuals and their whānau.

This action will mean people who are currently staying in acute mental health and addiction inpatient units longer than they clinically need to, because there is no suitable accommodation for them to go to, will be able to be discharged. This frees up beds for those waiting to be admitted and prevents the escalation of peoples conditions who are waiting for specialist care.

How will this work to prevent and reduce homelessness?

The action aims to prevent homelessness at the transition point of people leaving inpatient units. It also includes housing supply and support and contributes to those action areas. People are staying in acute mental health and addiction inpatient units longer than they clinically need to, because there is no suitable accommodation for them to go to after discharge.

Who will this support?

This action aims to support adults with complex mental health and addiction and other needs requiring specialist health services to gain and maintain wellbeing in a community setting. The target cohort includes adults who are transitioning out of acute mental health and addiction inpatient units, are homeless or do not have suitable accommodation and have wider wellbeing support needs.

A high proportion of those who have an extended stay in mental health and addiction inpatient units are Māori. The initiative will include a focus on providing culturally appropriate support that respond to the needs of Māori.

How will this be developed?

A collaborative design process with relevant district health boards, agencies and providers in the regions will commence in early 2020 to prepare for delivery from July 2020.

How much funding will be provided?

A total of \$16.3 million over four years is being invested into the pilot programme.

Support women who are leaving prison

- There are a number of women under Corrections management that have a significant housing or reintegration-related need.
- The funding of \$0.96 million will support the existing RAW (Reclaim Another Woman) Programme in providing accommodation and reintegration support services to help women/wāhine transition back to a community environment.
- This action will provide safe and stable accommodation with reintegration support services for 72 women/wāhine leaving prison. It will enable long-term sustainable outcomes for women/wāhine, their children and wider whānau.

What is the RAW programme?

The RAW programme was founded in 2014 by Annah Stretton to support women emerging from an incarcerated environment with all the skills, confidence, and support they need to lead productive prosocial lives.

What will this programme provide?

This programme will enable long-term sustainable outcomes for women/wāhine, their children and wider whānau. The funding will contribute to the cost of clinical specialists whom are already working with the RAW programme.

How will this work to prevent and reduce homelessness?

There are several women under Corrections management that have a significant housing or reintegration-related need. This includes women/wāhine who are denied parole every year because of an absence of appropriate accommodation and those who are sentenced to short terms of imprisonment instead of home detention due to a housing issue.

A significant proportion of women in the criminal justice system have complex needs and histories of trauma, mental health issues, substance abuse, unhealthy relationships and poverty, which have contributed to their offending. This often results in women having complex and multi-faceted reintegrative and rehabilitation needs.

In addition to the above this action will reduce reliance on motels and emergency accommodation, reduce recidivism, improve wellbeing and improve social skills and community connections.

How many women will be supported?

Up to 24 women will be supported with this service per year (72 women over three years) who are transitioning from prison to the community.

How much funding will be provided?

The total cost of the grant will be \$0.96 million to be paid by conditional grants over a three-year period, commencing in July 2020.

Where will this be provided?

The provider will source four properties in the Hamilton and Te Aroha areas.

Support returned overseas offenders who are homeless

- Returning overseas offenders are individuals who have been deported back to New Zealand due to offending in another country.
- This action will provide transitional accommodation and support up to 30 people per year with high and complex needs, who have been deported back to New Zealand.
- The support will enable them to better reintegrate back into a New Zealand community environment and reduce the reliance on motel and hotel accommodation that is currently being used.

What will this action do?

Kāinga Ora – Homes and Communities will source four fit-for-purposes properties in West Auckland, Hamilton, Wellington, and Christchurch. Corrections will source suitable service providers to operate the services, potentially by expanding existing contracts.

The services will provide a supported home environment in a community setting with 24-hour support for 3-6 months. People will be supported to access programmes to address their individual needs. For example, addictions, mental health, home keeping, budgeting or personal resilience.

How will this work to prevent and reduce homelessness?

- A reduction in high risk reoffenders being homeless upon arriving back into New Zealand.
- A reduction in the number of times an individual is moved between accommodations options, reducing the risk of reoffending.
- A stable and safe accommodation option reducing the need to stay in hotels and motels.
- A reduction in double handling of an offender by Corrections operational staff, including a reduction in the time spent looking for and assessing suitable accommodation opportunities.
- A reduction in the reoffending rate of returning overseas offenders.

Who will this action support?

This action will provide transitional accommodation and support up to 30 high and complex needs returning overseas offenders per year, who have been deported back to New Zealand. The support will enable them to better reintegrate back into a New Zealand community environment and reduce the reliance on motel and hotel accommodation that is currently being used.

How many people will be supported?

It is estimated that the services will be provided to 30 individuals per year with an average stay of between 3 – 6 months, depending on the needs of the individual.

How much funding will be provided?

A total of \$5.04 million is being invested to purchase four fit-for-purpose properties in locations throughout New Zealand. This amount will also cover property and support services costs.

When will this programme start?

The services are expected to begin from July 2020.

SUPPLY



All New Zealanders have a place to call home, the use of motels for emergency housing is reduced

- There needs to be enough houses for people to call home and increasing public housing and affordable housing is a key part of any response to homelessness, and crucial to the success of the action plan.
- Despite the significant investment already made, demand for public housing is increasing faster than new supply and, in some locations, new supply is needed urgently. Action is needed now to reduce the number of individuals and whānau currently staying in emergency accommodation.
- Immediate and longer-term actions will focus on increasing our supply of different types of housing, with a focus on working with Māori Community Housing providers and other Māori and Iwi providers.
- In Budget 2018, the Government committed funding to increase the supply of public housing by 6,400 places at around 1,600 places per year (by June 2022). In the 12 months to June 2019, HUD and Kainga Ora delivered 2,178 new public housing places.

Urgently increase supply to reduce the use of emergency accommodation

- We are working to urgently increase the supply of transitional housing places to reduce the use of emergency accommodation, such as motels. Motels are not a suitable environment for vulnerable families and individuals, and they are not cost effective.
- Transitional housing provides families and individuals with a warm, dry, safe place to live while they are supported in finding longer-term accommodation.
- Service providers support people living in transitional housing with a range of social and tenancy-related services.

Why is this needed?

Demand for public housing continues to increase, reflected in increases in the public housing register and the use of emergency accommodation.

What will this action do?

While increasing the supply of transitional housing will help people in need, reducing reliance on motels will also require a mix of additional public housing, actions to prevent homelessness, and actions aimed to provide people with the right support, in the right place, where they are homeless or at risk of homelessness.

As the need for transitional housing reduces, the Ministry of Housing and Urban Development will explore options to convert this housing into longer-term public housing, which will also have support available for those who need it.

How much funding will be provided?

A total of \$175 million will be invested in increasing the supply of transitional housing in the short term.

Support Māori Community Housing Providers and other Māori and Iwi providers

- Māori Community Housing Providers, and other Māori community housing services, are a key element in a national approach to reducing homelessness experienced by Māori.
- Support will be made available to increase the number of Māori housing providers and support them to increase their housing stock (transitional housing and long-term or permanent housing).
- This support will be matched by support for providers to develop their capability to manage housing developments and to provide tenancy services for larger client populations.

Why is this needed?

The Māori community housing sector is a relatively new one and is fast expanding to address urgent needs. Support is needed to allow Māori housing providers to rapidly acquire, build, and manage new housing for individuals, families and whānau in need.

What will this action do?

This action will assist Māori Community Housing Providers to expand their operations and enhance their skills and build organisational capacity and capability (eg property management of large community housing portfolios)

It will also assist Māori providers to understand and work with legislation, regulations and planning rules, feasibility studies, organisational development, and navigating consent processes under the Resource Management and Building Acts.

How will the work prevent and reduce homelessness?

These actions will increase the housing stock available and create a platform for long-term change.

Housing will be accompanied by holistic services that meet the needs of Māori who have experienced homelessness and support them to stay in housing and to move towards long-term solutions.

How much funding will be provided?

A total of \$20 million is being invested across supply and prevention initiatives focused on working with Māori, Iwi, hapū and marae to prevent homelessness and expand supply.

SUPPORT



Individuals, families and whānau experiencing homelessness move quickly into stable accommodation and access wider social support to address needs.

- Through the action plan, more support will be provided for individuals, families and whānau experiencing homelessness to move as quickly as possible into stable accommodation and access wider social agencies. Some individuals, families and whānau require more support to navigate through the system of organisations and services designed to help.
- When people are facing homelessness or living in emergency housing, it's essential they get the right support to get back on their feet and into a stable home as soon as that's possible.
- It is harder for people maintain their wellbeing, access services they need, or find a home when they're living week to week in a motel.
- Support provided should involve identifying and addressing a range of individuals' needs, including any need for on-going assistance. The approach to working with people will be culturally appropriated and tailored to individuals, families and whānau.
- Housing First will continue to be the core response to chronic homelessness, delivering services to over 2,700 individuals, families and whānau over the next few years. Housing First launched in Auckland in 2017, and is now in Christchurch, Tauranga, Rotorua, Hamilton, Blenheim, Wellington and Whangarei. In December 2019, Housing First launched in Nelson and in Napier and Hastings. It will also become operational in the mid-far North in early 2020.
- Immediate actions will build on recent investment in Intensive Case Management services and navigators.
- In the long term we will continue to explore options to further support people who are experiencing homelessness and review the effectiveness of current support services.

Pilot a rapid rehousing approach

- Rapid rehousing is an intervention to support transitionally homeless individuals and whānau to quickly exit homelessness, return to permanent housing in the community and maintain their tenancies in order to avoid a return to homelessness.
- Rapid rehousing is designed to support a system wide intervention to move individuals and whānau away from homelessness and into long-term housing.
- Funding will provide public housing places and housing in the private market, to people who are homeless with low to medium complex needs, together with support services, through a lower intensity Housing First type approach.
- This service will place the individual, family and whānau and their needs at the centre, wrapping support around them and providing flexible options, rather than focusing on one element of support such as health.
- The rapid rehousing trial will provide stable housing to people experiencing homelessness, before providing them with access to the support services they need to address issues underpinning their homelessness.

What will this pilot do?

Rapid rehousing will be a two-year trial starting in July 2020. This trial service will follow the same principles of Housing First, however it is targeted towards individuals, families and whānau who have a low to medium complexity of social service needs.

Rapid rehousing will be trialed in some locations with a total of 340 places. The areas will be determined during the design and engagement phase.

How will this work to prevent and reduce homelessness?

Homelessness is costly both in terms of a reduction in the wellbeing of New Zealanders and financial resources as homeless people are high users of social services. The Rapid Rehousing Trial will focus on supporting individuals / whānau who are homeless, to move quickly into housing, thus minimising the time they spend homeless.

Who is rapid rehousing for?

- Individuals, families and whānau who are deemed homeless
- Individuals, families and whānau who are deemed to require low to medium case management
- Individuals, families and whānau who require support to access assistance and support (for up to 12 months)

How much funding is provided?

A total of \$13.5 million over two years will be invested in the Rapid Rehousing trial.

Expand support to all people in emergency housing

- When people are homeless and living in motels or other emergency housing, they need the right support to get back on their feet and ready for stable housing as soon as they can.
- In August 2019, the Government invested \$31 million so all whānau with children, people with mental health needs and other at-risk clients in emergency housing can be supported by their own MSD intensive case manager or a navigator from a community organisation. Government also invested \$16.1 million in other support services for people in emergency housing.
- We are boosting this support with a further \$19.8 million over three-and-a-half years.
- This means all people living in emergency housing for more than seven nights can access these support services.
- These additional services are anticipated to be in place by March 2020.

What will this action do?

The intensive case managers and navigators are a single, consistent point of contact and wrap-around support for people living in emergency housing. Intensive case managers are employed by MSD and take a holistic approach to a person's needs and wellbeing.

Where more intensive support is needed, navigators from a local community organisations will provide wrap around support to person or whānau. Navigators will co-ordinate with community, health and government services to ensure that people get the wrap-around support that they need.

How will this work to prevent and reduce homelessness?

It's harder for people to maintain their wellbeing, access services they need, or find a home when they're living for long periods in motels or other emergency housing. One-on-one support from an experienced, caring person is the best way to ensure they get the help they need.

Who will this benefit?

In August 2019, the Government invested money for Intensive Case Management Services and Navigators to work with particular groups of people living in Emergency Housing - all whānau with children, people with mental health needs and other at-risk clients. This further investment means all people living in emergency housing can benefit from intensive case management or navigator services. One-on-one support from an experienced, caring person is the best way to ensure we offer the help that is needed.

How much funding will be provided?

We're boosting this support with a further \$19.8 million over three and a half years, so all people living in emergency housing for more than one week can be supported by these services.

When will this be in place?

These additional services are anticipated to be in place by March 2020.

Introduce housing broker roles

- MSD will provide a new housing broker service to build connections with local landlords and property managers, promote MSD clients as potential tenants, and match them with housing opportunities in the private rental market.
- The housing broker service will give people a better chance of securing tenancies and help more people gain homes in the private rental market, reducing the risk of homelessness and the need for emergency housing.
- Government is investing \$8.67 million for housing brokers over three-and-a-half years.

What will a housing broker service do?

Housing brokers will build connections with local landlords and property managers, identifying housing opportunities and promoting MSD clients as potential tenants. They will build confidence and trust in MSD clients as potential suitable tenants, and match them with housing opportunities in the private rental market.

Housing brokers will work in the regions to:

- build and maintain relationships with landlords and property managers, and understand their needs
- understand the local housing market and identify opportunities for our clients
- understand clients, their needs and readiness to sustain a tenancy
- promote and match our clients with private rental housing opportunities.

How will this reduce and prevent homelessness?

The private rental market is already difficult to access in the current housing environment. It's even more challenging for people with lower incomes or living in emergency housing to secure tenancies and gain a home.

Housing brokers will help overcome these barriers and help more MSD clients gain a stable home in the private rental market.

Who will benefit?

The service is targeted at people in emergency housing or on the public housing register who are likely to be able to sustain a private market tenancy, with the right support.

How much funding will be provided?

Government is investing \$8.67 million for housing brokers over three and a half years.

Better prepare people for private rental

- It's often difficult for people on low incomes or in emergency housing to be chosen as tenants and gain a home in the private rental market.
- MSD is funding a programme to help people gain skills and credibility to be a successful long-term tenant and give landlords more confidence to offer tenancies to those who have completed the programme.
- Building on existing programmes in Hawkes Bay and Manawatu, aims is to give people a better chance of finding a stable home in the private rental market, when they get the opportunity.

How will the programme work?

It helps people gain credibility, and skills to be a successful long-term tenant, and gives landlords more confidence to offer tenancies to those who have completed the programme.

The programme will be delivered by a range of agencies and organisations and will cover topics such as:

- rights and responsibilities of being a tenant
- home budgeting and debt management
- keeping a home warm and dry
- communicating with landlords
- applying for a tenancy.

How will the programme work to prevent and reduce homelessness?

It's often difficult for people on low incomes or in emergency housing to be chosen as tenants and gain a home in the private rental market. The programme will help overcome some of the barriers to securing homes in the private rental market.

Who will benefit?

The programme is for people in emergency housing or on the public housing register.

When will the programme start?

Programmes will commence in March 2020.

How much funding will be provided?

An investment of \$0.74 million over three and a half years has been committed to the programme.

Assistance for family/whānau with children in emergency housing

- Losing a stable home and living in emergency housing is especially disruptive for children and can mean extra stress and costs for their families.
- It can disconnect families from their community, affect the wellbeing of their children and make it harder for them to attend school and other important activities.
- We want to support the wellbeing of children in emergency housing and minimise disruption to their lives.
- The Government is investing \$9.29 million over three-and-a-half years to assist families with children in emergency housing, supporting the wellbeing and education needs of the children.
- From 25 May, this will give MSD intensive case managers the flexibility to help families with children in emergency housing with a range of needs, where other government support is not available.
- It will help keep children connected with school, early childhood education and other activities important for their wellbeing – for example by paying for transport to school.

Who will benefit?

The fund will support the wellbeing of children in emergency housing and minimise disruption to their lives, helping to keep them connected with school, healthcare and other important activities.

In the last two weeks of September 2019, there were 2,640 households getting emergency housing grants. Of these, approximately 1,300 were families with children.

Why is this needed?

Families in emergency housing may face extra costs to ensure the wellbeing of their children. Their needs are different and not all are covered by existing government support.

How much funding will be provided?

A total of \$9.29 million is being invested over three-and-a-half years.

When will it start?

The fund is expected to be operational from the end of May 2020.

SYSTEM ENABLERS



The system supports and enables our vision and together we can address homelessness

- Preventing and reducing homelessness, requires everyone to work together to respond to the different challenges faced in communities around New Zealand.
- The system needs to support and enable our vision and together we can address homelessness.
- Immediate and long-term actions will focus on building the capability and capacity of the workforce are a crucial component of any response, along with collaboration and better data and information on homelessness.

Create a local innovation and partnership fund

- This will create a fund to support the development and implementation of local initiatives to respond to and prevent homelessness.
- It will enable agencies and community organisations, Iwi and wider community partners to work together on initiatives to address system gaps and improve support or prevention tailored to needs in that area.
- Initiatives will be monitored and evaluated to build evidence around what works, and the findings will be shared to influence policy or practice in other areas.

Why is this needed?

Local leadership is essential in understanding and responding to local drivers of homelessness and regions are already involved in developing innovative and locally appropriate ways of addressing homelessness.

Different areas experience different drivers and causes of homelessness that are not always addressed by national policy and existing funding channels do not always enable locally designed initiatives to be funded.

How can you find out more?

Further information will be provided to let you know how to apply.

How much funding will be provided?

A total of \$16.60 million will be invested into creating the local innovation and partnership fund.

Build capacity and capability of Māori providers

- Māori housing providers – Housing First providers, Community Housing Providers and other Māori community groups housing and providing support to people experiencing homelessness – are a key element of an effective homelessness response.
- Initiatives are in development to build capacity and capability of Māori providers and services working with Māori experiencing homelessness.
- These initiatives will work alongside action to increase housing stock.

Why is this needed?

Māori are overrepresented in homelessness and have been particularly hard-hit by the housing crisis. Nearly 60 percent of the full number of households currently receiving emergency housing support are Māori.

Colonisation and urbanisation continue to have an impact on the number of Māori who are homeless.

There are still a relatively small number of registered Māori Community Housing Providers, and a low number of public housing tenancies delivered by Māori CHPs. The Māori community housing sector is a relatively new one and is looking to grow its capability to address urgent needs caused by the high number of Māori experiencing homelessness.

What will this action do?

- Address the barriers to Māori organisations becoming registered Community Housing Providers.
- Provide guidance and support for new and future Māori Community Housing Providers Support to new and future providers so they can deliver services, including Housing First and supported housing.
- Help Māori organisations become accredited social service providers.
- Enable closer collaboration between Māori providers and sharing of good practice.
- Increase the number of Māori housing providers and support them to increase their housing stock.

How will this work to prevent and reduce homelessness?

Increased capacity and capability for Māori providers can mean that Māori experiencing homelessness and housing issues will not only be able to find homes, but also have greater opportunity to connect to their land, whānau, hapū, and iwi, and enable them to engage in tikanga Māori practices that will help empower them and determine their aspirations.

How much funding will be provided?

A total of \$4 million is being invested into building the capacity and capability of Māori providers.

Enable and support Kaupapa Māori approaches

- The action plan's approach to reducing Māori homelessness is situated in kaupapa Māori, a Māori world view in which Māori values, tikanga and te reo Māori anchor all action.
- New approaches are needed to create different outcomes for Māori. Government is committed to building different relationships with Māori, and to finding new ways of working together to develop services that are Treaty-based, and that meet Māori needs.
- A key component of the system-wide response to homelessness will be a focus on improving outcomes for Māori and providing opportunities for Māori-led actions.
- To reduce Māori homelessness, Māori organisations must be supported to take kaupapa Māori approaches to develop and deliver services to achieve Māori housing and wellbeing outcomes.

Why is this needed?

Māori are overrepresented in homelessness and have been particularly hard-hit by the housing crisis. Nearly 60 percent of the full number of households currently receiving emergency housing support are Māori. Colonisation and urbanisation continue to have an impact on the number of Māori who are homeless. There is an urgent need to address systemic policy failings that have led to Māori experiencing high rates of homelessness, and to transform the system so it works better for Māori.

What are 'kaupapa Māori approaches' in reducing Māori homelessness?

The action plans approach to reducing Māori homelessness is situated in kaupapa Māori, a Māori world view in which Māori values, tikanga and te reo Māori anchor all action. Kaupapa Māori approaches to reducing Māori homelessness recognise the interconnections between whānau, whakapapa, and whenua. They are strengths-based, and seek positive outcomes and measurable change for whānau, hapū and iwi.

Kaupapa Māori interventions are value-based and involve wrap-around services that are holistic in nature, so that the physical realities of homelessness are prioritised alongside whakapapa connections and the emotional and health impacts of loss of kāinga and whenua.

What will this action do?

Agencies and community services will use Kaupapa Māori principles to drive the design and implementation of the Homelessness Action Plan Review and reset systems, moving from government's 'business as usual' approach to a greater emphasis on a specific indigenous wellbeing approach. Actions to reduce homeless among Māori will be delivered in a way that demonstrates Māori principles.

How will this work to prevent and reduce homelessness?

Kaupapa Māori approaches, and the services that built on kaupapa Māori, are holistic in nature and offer a practical way to deal with the complex nature of homelessness. Basing service provision on kaupapa Māori will allow Māori services to work in ways that are consistent with their values, and to better meet Māori needs. This will allow solutions to homelessness issues that are holistic, flexible, and sustainable.

How much funding will be provided?

Funding for Kaupapa Māori approaches will be provided from the total of \$20 million allocated to support Māori iwi, hapū and marae to prevent homelessness and expand supply.

Ongoing involvement of people with lived experience of homelessness

- This action will set up meaningful ongoing engagement of people with lived experience of homelessness.
- People with lived experience of homelessness have unique first-hand insight into homelessness and incorporating this insight is critical in designing and implementing an effective and responsive system and services.
- An ongoing platform of engagement with people with lived experience will provide insight and voice within our policy, evaluation, design and delivery work on homelessness and will ultimately help to deliver a more effective response to homelessness.

How will this prevent and reduce homelessness?

International experience shows the importance of ensuring the design and delivery of homelessness services are informed by people with lived experience of homelessness. This helps ensure they are effective and sustainable.

People with lived experience of homelessness have navigated the system and are well placed to provide insight on what support is most needed, and how systems can work effectively to support people's needs.

By involving people with experience of homelessness in our work, we can help ensure that actions are more responsive to the needs of people currently experiencing homelessness, or at risk of homelessness in the future.

Who will be involved?

The group will include only people who have experienced homelessness but who are now in a more settled housing situation and not those who are currently experiencing homelessness.

The primary outcome from this initiative will be generating insights from people with lived experience to inform ongoing work.

The anticipated impact of this will be:

- policy products and services that meet the needs of people experiencing, or at risk of homelessness
- a more effective, inclusive and people centred homelessness serving system
- a process that has credibility with sector partners and strong support.

How much funding will be provided?

A total of \$0.20 million is being provided to support this initiative.

Improve evidence and data on homelessness

- We need to improve our understanding of people experiencing homelessness to tailor interventions and ensure they are having a positive impact.
- Actions implemented as part of the action plan will be monitored, reviewed, evaluations and reported on regularly to understand if and where progress is being made.
- Progress reports will be made public every six months.

What will this action do?

This action aims to build a stronger evidence base to inform responses to all forms of homelessness and track progress in reducing homelessness. Sound evidence about what works for Māori, as well as other populations experiencing disproportionate rates of homelessness will be developed.

Improvements to data and evidence is critical to understanding and reducing homelessness and tracking progress made.

A comprehensive programme of monitoring, evaluation, research and reporting on homelessness, using kaupapa Māori research methods where appropriate, will aim to provide:

- up-to-date information on the characteristics of people experiencing homelessness
- better understanding of the drivers of homelessness, demand for future housing support and the effectiveness of interventions in the action plan
- identification of the population at-risk of becoming homeless and tailored interventions
- evidence base for future investment.

How much funding will be provided?

A total of \$4 million over three years is being provided.

How will this be monitored?

Progress reports will be made public every six months.