



# Aotearoa/New Zealand Homelessness Action Plan

## Second six-monthly progress report

September 2020 – February 2021

Phase One 2020-2023

Working together to prevent  
and reduce homelessness

## Introduction

The Aotearoa New Zealand Homelessness Action Plan Phase I (2020-2023) is the first step in a multi-year cross-agency-led approach to deliver on the vision that 'homelessness is prevented where possible, or is rare, brief and non-reoccurring'. The action plan was launched in February 2020 and backed by over \$300m of initial funding. It is based on a commitment to partner with Iwi, hapū, marae and Māori organisations, local authorities, providers, and people with lived experience of homelessness to prevent and reduce homelessness.

The action plan sets out an overarching framework to deliver on the vision and improve wellbeing and housing outcomes of individuals, families and whānau who are at risk of, or experiencing, homelessness. The plan comprises the vision, guiding principles, and action areas across prevention, supply, support and system enablers. The plan has 18 immediate actions to be put in place in 2020, and a further 18 longer-term actions to be developed over 2020-2023.

The action plan is supported by Te Maihi o Te Whare Māori: Māori and Iwi Housing Innovation (MAIHI) framework, an approach for addressing Māori housing across all needs and aspirations. MAIHI focuses work around both urgent actions to reduce homelessness for Māori, and the deeper system changes needed to improve Māori housing. For more information on MAIHI visit Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development's website.

Updates on the action plan and efforts to reduce and prevent homelessness will be published every six months. This second update presents an overview of the progress made to the end of February 2021 and builds on the first six monthly update. It will take time to measure progress against the key outcomes and emerging outcomes highlight progress being made towards the action plan's intended objectives.

## Key progress in implementing immediate actions and emerging outcomes

Immediate actions are designed to address critical points in our homelessness response and put in place foundations for a longer-term approach. All of the 18 immediate actions in the action plan are now in place or underway. Actions paused or impacted by COVID-19 have progressed significantly over the last six months. Since the launch of the action plan, the Government has:

- **accelerated immediate actions to respond to Māori homelessness**, including working at pace to provide financial support to Māori providers and working with Iwi and Māori partners on projects to increase housing supply
- **delivered investment through He Taupua** to support projects that build the capability of whānau trusts, Ahuwhenua trusts, hapū, iwi, and registered Māori housing providers who utilise kaupapa Māori approaches to deliver housing related services that assist whānau experiencing homelessness or housing insecurity. The He Taupua Fund was oversubscribed, demonstrating both the high demand for Māori housing and Māori organisations' interest in being a part of solutions that prevent and respond to homelessness. As part of the He Taupua fund that closed in November, 37 projects (out of 48 eligible applications) were approved for funding
- **completed round one of the Local Innovation and Partnership Fund**, which supports the development and implementation of local initiatives to respond to and prevent homelessness. This fund was also oversubscribed demonstrating the interest of local communities in being part of solutions that prevent and respond to homelessness. Grant Funding Agreements are now being finalised with successful applicants for round one
- **continued to increase transitional housing** with 1,000 places delivered as of February 2021. In the wake of the initial COVID-19 lockdown there was a significant increase in demand for emergency housing. This increase has levelled off and the further 2000 new transitional housing

places committed to in Budget 20 as part of the COVID-19 recovery will mean more families and individuals will have access to warm, safe, dry homes with wraparound support.

- **increased the number of Sustaining Tenancies places the short term**, our primary prevention intervention and provides practical support for people to keep their tenancies. As at January 2021, 604 households have engaged in the programme, and 112 households have successfully completed the programme
- **expanded supports to more people in emergency housing**. The Ministry of Social Development (MSD) has implemented all new roles (Intensive Case Managers, Navigators and contracted Support Services) to support people in emergency housing
- **put in place Housing Brokers** to support clients in emergency housing or on the Housing Register into private rental accommodation. Housing Brokers 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
- **embedded Ready to Rent courses** into business-as-usual processes to support people in emergency housing and increase access to private rentals. Ready to Rent programmes were extended across a total of eight regions by the end of 2020
- **developed new accommodation places** to support young people leaving Oranga Tamariki care, women leaving prison, returning overseas offenders and people leaving acute mental health and addiction inpatient units to transition safely and improve housing outcomes
- **piloting a rapid rehousing approach** to support individuals and whānau into permanent housing to avoid a return to homelessness.

Immediate actions are helping people address issues that put their tenancies at risk and supporting people at points where they are at risk of homelessness, such as leaving the care of government. For example, Sustaining Tenancies provides tailored support to assist people with a range of needs such as mental health and addiction, budgeting or homecare, in order to maintain existing tenancies. The redesigned Sustaining Tenancies outlines the expectations that kaupapa Māori principles, or similar values and principles, underpin provision of all services.

As work progresses on immediate actions, with the support of He Taupua and He Kūkū ki te Kāinga MAIHI implementation funding, delivery of kaupapa Māori approaches is helping to prevent homelessness, increase housing supply, build capability of iwi and Māori housing providers and support Māori experiencing or at risk of homelessness. These specific actions in the plan are improving outcomes for Māori at risk of or experiencing homelessness.

Despite capacity constraints and limited housing options in the market, Housing Brokers have seen some good successes in enabling clients to access their own tenancies. The Ready to Rent Programme is also increasing access to private rental housing. By the end of 2020, around 100 people had participated in Ready to Rent courses across the country. Based on available data, around 40 of these participants have since found a private rental property. Feedback from participants has been positive with people finding the programme useful and informative in understanding how to look and apply for a home, what their rights were, what a property manager does and how to care for a rental property.

## **Progress embedding MAIHI and kaupapa Māori approaches and partnering with Māori**

Enabling the housing aspirations of Māori, partnering with Māori to build on successful Māori-led approaches, and placing whānau at the centre is vital to achieving better housing outcomes for whānau Māori. This necessary change is at the heart what the action plan seeks to achieve. Kaupapa

Māori principles and partnerships underpin the delivery of the action plan to seek measurable change for whānau, hapū and iwi. Key strengths of kaupapa Māori approaches are their focus on wellbeing and their reflection of the holistic and interconnected Māori world view. A kaupapa Māori approach to homelessness means responding not just to the physical realities of homelessness, but the cultural, emotional and spiritual disconnections from kāinga and whenua.

The action plan is supported by MAIHI to guide the design and implementation of immediate and longer-term actions. MAIHI's overarching kaupapa Māori approach reflects the Crown and Māori as structural pillars working together to reduce Māori homelessness and address the deeper system changes needed to improve Māori housing. Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development uses MAIHI to drive policy, implementation, and investment to support improved outcomes for Māori at risk of or experiencing homelessness. This includes actions that specifically respond to Māori and embedding MAIHI across actions. For example, kaupapa Māori principles have been embedded within service agreements for Rapid Rehousing. These principles aim to ensure that individuals can exercise Rangatiratanga, Whānaungatanga and Manaakitanga and are supported to develop a whānau-led goal plan.

Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development continues to progress initiatives that address housing issues for whānau Māori, informed by MAIHI principles, engaging regularly with iwi and Māori housing providers to support the development of their housing projects. These engagements led to investing in seven Māori housing providers by providing them with funding grants in the second half of 2020 (six for housing supply, one to build capability). These grants focus on addressing homelessness, using kaupapa Māori approaches, through increasing providers' capability to deliver housing projects and assisting them to increase housing supply for whānau.

The cross agency MAIHI Partnerships Programme (including Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development, Kāinga Ora – Homes and Communities, Te Puni Kōkiri and MSD) continues to work alongside iwi and Māori to advance housing projects that increase housing supply, attend to whānau needs, prevent homelessness and improve housing security, with the investment of funding from He Kūkū ki te Kāinga. Eleven supply projects are under development with a further 23 projects in the MAIHI Partnership Programme pipeline. For example, projects range from supporting papakāinga development for affordable rentals or homeownership (Whanau a Maruhaeremuri, Te Aitanga a Mahaki, Te Tihi o Ruahine) to community housing and/or transitional housing (Ngāti Whātua Ōrākei, Te Rūnanga o Whaingaroa and Ngāi te Rangi).

Other agencies have their own kaupapa Māori approaches and are embedding these to support better outcomes for Māori. Ara Poutama Aotearoa – Department of Corrections is working toward enhancing responses to Māori needs across their two action plan initiatives using their Hōkai Rangi strategy.<sup>1</sup> The action to support women who are leaving prison aligns service delivery activities with Hōkai Rangi principles (connection to whānau and whakapapa and incorporating a Te Ao Māori world view), and the action to support returned overseas offenders who are homeless assesses providers according to their capability to deliver against Hōkai Rangi outcomes and their ability to deliver culturally competent support.

Responsiveness to Māori is also seen within Oranga Tamariki's action to expand housing support for rangatahi young people leaving Oranga Tamariki care. This initiative aims to improve outcomes for tamariki Māori, their whānau, hapū and iwi. Kaupapa Māori approaches are being supported in part through procurement processes in which partnerships with iwi and Māori organisations are prioritised.

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<sup>1</sup> Hōkai Rangi principles share strong alignment with the MAIHI framework.

## There are ongoing challenges due to COVID-19 and continued pressures in the housing market

During the initial COVID-19 response, agencies worked collaboratively at pace with housing providers and Māori organisations to house over 1,000 individuals and whānau in motels across New Zealand, supported by over \$100 million of funding. To meet increased demand, the number of places in Sustaining Tenancies and Rapid Rehousing was also increased (from 1,451 to 2,150 and from 170 to 549 places, respectively).

COVID-19, and in particular Alert Levels 4 and 3, impacted the implementation and delivery of actions. For example:

- housing providers experienced capacity pressures and delays in face-to-face service delivery while in COVID-19 Alert Levels 4 and 3
- the housing market slowed, including construction and purchasing of additional housing stock, which decreased the number of new tenancies and accommodation available for programmes such as Rapid Rehousing
- there were additional requirements for emergency housing due to heightened safety concerns for those rough sleeping and/or in crowded situations
- individuals, families and whānau remained longer in emergency and transitional housing, which increased demand for emergency housing and put further capacity restraints on providers
- as demand in emergency housing and support services increased, reallocation of funding and extensions to several actions were required
- government agencies, District Health Boards, NGOs and other agencies experienced delays in administrative and monitoring processes while resourcing was shifted to COVID-19 responses.

Demand for housing support has also continued to increase, with increasing prices in the private market resulting in more people struggling to own homes and pay market rents. The number of people receiving an Emergency Housing Special Needs Grant remains high but has plateaued over the last few months. On any given day, the number of households in emergency housing has remained at about 4,000 since COVID-19 lockdowns.

While the full socio-economic effects of COVID-19 are still emerging, it is expected that the social and economic impacts of COVID-19 will continue to exacerbate existing inequalities for disadvantaged groups, especially rangatahi/young people and Māori and Pacific peoples, who already experience high rates of homelessness. The impacts of COVID-19 will continue to be felt over coming months and years.

Alongside the roll out of immediate and longer-term actions, wider government work is crucial to prevent and reduce homelessness. This includes work to address the structural drivers of homelessness, including housing affordability and supply, poverty, access to and availability of social support services and health services.

## Longer-term actions are being developed

The action plan provides a road map for long-term solutions to be developed over 2020-2023 to continue to build on and support the local work already underway around New Zealand. The long-term actions and signalling of future phases of the action plan recognise the need for collective and sustained action across multiple years to address homelessness.

Some of the longer-term actions are underway already and being worked on in parallel to the immediate actions. For example, new public housing supply is underway through Budget 2020 funding, guided by the Public Housing Plan, and the \$400 million Progressive Home Ownership Fund will help between 1,500 and 4,000 New Zealand families buy their own homes. The Progressive Home Ownership Fund has a specific aim to address housing affordability issues for three priority groups: Māori, Pacific peoples, and families with children.

In response to emerging impacts of COVID-19, officials brought forward the development of the following longer-term actions:

- Further early intervention and prevention responses for homelessness
- Ensuring that kaupapa Māori approaches are applied to all responses
- Further responses for cohorts at risk of homelessness, particularly for rangatahi/young people
- A focus on responding to Pacific homelessness and housing needs
- Enhancing assessment, referral and information processes
- Supporting the capability and capacity of providers delivering services
- Enhancing the way that agencies work and partner with providers.

There are strong linkages across these areas of work, which will be important to consider as we design and deliver options to ensure our approach is effective and coherent. For example, work on new prevention measures needs to apply and support kaupapa Māori approaches and consider the needs of various at-risk groups. Further efforts to prevent homelessness from occurring also require increased provider capacity and capability, and better assessment and referral systems to ensure people at risk are supported adequately.

Further policy development, funding and engagement with key stakeholders will be needed to progress many of these longer-term actions, including with Māori and Iwi providers and people with lived experience of homelessness. Work is underway to support continued engagement, for example, the Homelessness Sector Services, formed by Te Matapihi and Community Housing Aotearoa, is working closely with Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development to support this work.

## Future monitoring and evaluation of the action plan

The next public report will be more detailed as we gain more information about how the actions are working, evidence of outcomes and further data and evidence on homelessness. The next report will be published in September 2021. A phased approach to the action plan means that we can track progress, continue our work in the longer-term and reflect on what is working and what is not to make changes where needed.

## STATUS OF HOMELESSNESS ACTION PLAN'S 18 IMMEDIATE ACTIONS

An immediate 18 actions will support over 10,000 individuals and whānau with an investment of over \$300 million. 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. The table below summarises the status of the 18 immediate actions in the Homelessness Action Plan.

| Action (and responsible Agency)  | Description and expected impact   | Status update August 2020   | Status update February 2021  |
|--|---|---|--|
| <p><b>PREVENTION</b></p>  <p><b>Individuals, families and whānau receive the support they need so that homelessness stops happening in the first place</b></p> <p>Prevention actions work to ensure individuals 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.</p> <p>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.</p> <p><b>Partner with Māori, Iwi, hapū and marae to prevent homelessness</b><br/>(Ministry of Housing and Urban Development)</p> | <p>Working with Māori, Iwi 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).</p>   | <p><b>Underway</b></p> <p>Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development has worked with a number of Iwi and hapū groups who have access to whenua Māori, or own whenua Māori. For example, we have provided funding to Whakaatu Whanaunga Trust in Ōpōtiki who own land and have three whare on whenua Māori. They are also looking to build three further whare to provide social housing as Ōpotiki has no supply.</p> <p>Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development has also provided funding to Te Whānau a Maruhaeremuri based in Raukokore to trial relocatable cabins on whenua, reconnecting whānau with ancestral land. This trial aligns to housing whānau who will have employment as part of the Provincial Growth Fund approved project. We are also supporting iwi groups to assist them to develop housing strategies for their rohe.</p> | <p><b>In place</b></p> <p>Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development continues to work with a number of iwi and hapū groups who own or have access to whenua Māori.</p> <p>Examples of whenua-based initiatives aiming to prevent homelessness that have been progressed through this action include investment: in the Te Rūnanga o Whaingaroa Mahi Taha Taha Project placing 12 self-contained cabins in the mid-to-far North for use as Transitional mobile homes with the introduction of COVID-19 Alert Levels; and the Te Whānau a Maruhaeremuri Hei Kāinga mo Maru Project, which involved relocating and refurbishing three homes on freehold Māori whenua, completing full services to five homes, enabling the development of wrap-around housing support services through a kaupapa Māori based approach, appointment of a Project Manager and arrangement of contracts with required tradespeople.</p> <p>The He Taupua fund application round closed in November 2020, with 37 applicants successful in being awarded funding. These investments will support the implementation of MAIHI by strengthening the delivery of kaupapa Māori approaches, through building the capability of whānau and Ahuwhenua Trusts, hapū, iwi, and registered Māori housing providers.</p> |
| <p><b>Redesign and expand Sustaining Tenancies</b><br/>(Ministry of Housing and Urban Development)</p>   | <p>Sustaining Tenancies is Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development’s primary prevention intervention. It funds community-based providers to deliver individualised support for up to 12 months for individuals and whānau who are currently housed but are at risk at of losing their tenancies. People most likely to engage in the service include Māori and Pacific, young people, people with mental health and addiction needs, disabled people, women who have experienced domestic violence, single parents and large families.</p> | <p><b>Underway</b></p> <p>Due to increased demand, 2,150 places/households are now due to be supported through the Sustaining Tenancies programme for 2020/2021 (the original initiative was for 1,550). Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development has advised successful providers of the number of places and funding they have been allocated. The re-designed Sustaining Tenancies service will be in place in 11 regions across Aotearoa. By December, we expect that 410 households will be engaged in the programme.</p>  | <p><b>In place</b></p> <p>All thirty-three successful providers have begun delivering the re-designed Sustaining Tenancies service. 2,071 places were contracted from 1 July 2020. As at the end of February 2021, 1,002 people had been accepted into the Sustaining Tenancies service, 647 households were engaged in the service, and 147 households had successfully completed the service.</p>  |

| Action (and responsible Agency)  | Description and expected impact  | Status update August 2020  | Status update February 2021   |
|--|--|--|---|
| <b>Expand housing support for young people leaving Oranga Tamariki care</b> (Oranga Tamariki)          | 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.   | <b>Underway</b><br>Oranga Tamariki is focused on ensuring that young people transitioning out of their care are well supported, including accessing emergency housing placements through MSD. Twenty-nine placements had been confirmed at the end July 2020.<br><br>Oranga Tamariki is continuing to procure places for this initiative.  | <b>In place</b><br>Since August, a new procurement strategy has been implemented with an aim to expand supported accommodation to regions where there has previously been low availability.<br><br>There have been delays in sourcing places due to COVID-19 and pressures in the housing market.<br><br>As at February 2021, 45 placements are available for eligible young people.  |
| <b>Improve transitions from acute mental health and addiction inpatient units</b> (Ministry of Health) | 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.   | <b>Under Development</b><br>This action was paused due to the Ministry of Health, DHBs and NGOs not having the capacity to deliver during the COVID-19 response. The development of this pilot is now underway, but further delays could be expected as DHBs will be continuing to co-ordinate and lead the provision of psychosocial support services in response to COVID-19. The Ministry of Health will continue to re-evaluate timeframes on a monthly basis and will report back with any significant delays to establishing this pilot. | <b>Underway</b><br>While project timeframes had to change due to the impact of COVID-19, the Ministry of Health has confirmed a new project timeline and is taking assertive steps to bring the project back on track.<br><br>Housing supply and services for cohorts at risk of homelessness following release from health services are being procured by Auckland and Waikato DHBs. Auckland and Waikato DHBs are due to have services operational by May 2021.   |
| <b>Support for women who are leaving prison</b> (Corrections)  | Providing safe and stable accommodation with reintegration support services for up to 24 women/wāhine leaving prison per year. This programme will enable long-term sustainable outcomes for women/wāhine, their children and wider whānau.  | <b>Underway</b><br>This service has commenced. Women/wāhine are utilising this service as they transition from prison to the community. The provider in Waikato has started work to expand their accommodation to support an additional 20 women/wāhine per annum.   | <b>In place</b><br>Sixteen women have now entered this service as they transition from prison to the community.<br><br>Historically, this service has only accepted referrals from women serving a sentence of imprisonment over two years. This funding under the Homelessness Action Plan has enabled Corrections to accept referrals for women serving sentences under two years, as well as emergency placements for women who are under management after being released.   |
| <b>Support for returned overseas offenders who are homeless</b> (Corrections, Kāinga Ora)              | Provide 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 and hotel accommodation that is currently being used. | <b>Under development</b><br>Australia has resumed deportations to New Zealand and support returning offenders who are homeless will be needed. Planning for this service has begun. Negotiations are underway to allow a provider in Auckland to have the service in place by Sept/Oct 2020. Discussions have begun in other regions.  | <b>Underway</b><br>Contracts have been agreed with providers in Auckland and Manawatu. Both services will be accepting referrals from 1 March 2021.<br><br>Procurement is underway with providers to begin delivering services in Christchurch and Hamilton.<br><br>Delays in the commencement of this action were experienced due to issues sourcing appropriate supply. Corrections has worked with providers to adapt requirements to enable them to source suitable accommodation and ensure that participants receive effective support. |

# 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. Increasing public housing and affordable housing is a key part of any response to homelessness, and crucial to the success of the 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.

| Action (and responsible Agency)   | Description and expected impact   | Status update August 2020  | Status update February 2021  |
|---|---|--|--|
| <b>Urgently increasing supply</b> (Ministry of Housing and Urban Development, Kāinga Ora, Ministry of Social Development)                       | This action was to deliver 1000 new transitional housing places by end of 2020 to reduce demand for emergency motel accommodation. These places will be focused on high demand locations and wherever possible targeted to priority groups such as families with children. Transitional housing provides families and individuals with a warm, dry, safe place to live and wraparound services while they are supported in finding longer-term accommodation. | <p><b>Underway</b></p> <p>Delivery is progressing, with over 560 places so far secured, and 280 are ready to be occupied by households. Restrictions on provider capacity and on the construction and purchasing of additional supply due to COVID-19 has resulted in some delays to bringing new Transitional Housing places online.</p> <p>Work underway to transition those housed in motels during COVID-19 into more permanent housing with the support they need is being delivered in parallel to this initiative.</p>  | <p><b>Delivered</b></p> <p>This action was delivered in February 2021 with 1,005 places made available across New Zealand. A regional breakdown of places made available is as follows: Northland (41 places); Auckland (514 places); Bay of Plenty (72 places); Waikato (52 places); East Coast (53 places); Taranaki (2 places); Central (32 places); Wellington (99 places); Nelson/Tasman (17 places); Canterbury (88 places); and Southern (35 places).</p> <p>In the wake of the initial COVID-19 lockdown there was a significant increase in demand for emergency housing. This increase has levelled off and the further 2000 new transitional housing places committed to in Budget 20 as part of the COVID-19 recovery will mean more families and individuals will have access to warm, safe, dry homes with wraparound support.</p> <p>Providers have been funded to support those in COVID-19 motels, including at a Housing First and Rapid Rehousing level where needed.</p>   |
| <b>Support Māori Community Housing Providers and other Māori and Iwi providers to expand supply</b> (Ministry of Housing and Urban Development) | This action will assist Māori Community Housing Providers and other Māori and iwi providers to build organisational capability, such as property management of large community housing portfolios. It will also assist them to understand and work with legislation, regulations and planning rules, organisational development; and navigating consent processes under the RMA and Building Acts.  | <p><b>Underway</b></p> <p>Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development significantly accelerated actions to provide emergency accommodation and wrap-around support services to Māori. We have also worked at pace to provide financial support to Māori providers, iwi and Māori partners on projects to increase housing supply. These projects aim to prevent new homelessness due to COVID19, related financial pressures and to provide housing for individuals and whānau as they move out of motels and other accommodation. We are also working with Iwi and Māori housing providers who have indicated that they are looking at registering as Community Housing Providers.</p> | <p><b>In place</b></p> <p>Since August 2020, Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development has funded 11 projects that are helping Māori and Iwi providers to increase housing supply. We are also progressing 38 applications through the He Taupua fund that will support capability to increase supply.</p> <p>Some examples of funding contributions under this action:</p> <ul style="list-style-type: none"> <li>• Investment in an iwi social housing project that includes providing wrap-around support that attends to homelessness;</li> <li>• Support for the necessary investigations, project establishment, feasibility concept design, building consents, resource consent and financial feasibility required for funding applications needed to support the building of six homes; and</li> <li>• Assistance to support project management of a hapū social housing project using a kaupapa Māori approach to working with whānau to increase housing supply and help address homelessness.</li> </ul> |

# SUPPORT



Individuals 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 and whānau experiencing homelessness to move as quickly as possible into stable accommodation and access wider social agencies. Some individuals and whānau require more support to navigate through the system of organisations and services designed to help. 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 and whānau.

Housing First will continue to be the core response to chronic homelessness.

| Action (and responsible Agency)  | Description and expected impact   | Status update August 2020   | Status update February 2021  |
|--|---|---|--|
| <b>Pilot a rapid rehousing approach</b> (Ministry of Housing and Urban Development)    | 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 service needs.  | <b>Underway</b><br>The timeframe to implement Rapid Rehousing was shortened by the COVID-19 Level 4 response due to providers having to support those housed in motels and ensure they received appropriate wraparound services. Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development is working to incorporate the Rapid Rehousing service funding into the whole of COVID-19 response to include those housed in motels. This response has been scaled up to deliver a total of 549 places. All providers have been advised of the number of places and funding they have been allocated, and service agreements were sent out in mid-August. | <b>Underway</b><br>As at the end of February 2021, 342 households had been engaged in the service and 140 households had been successfully housed. We are expecting to meet the 549 households engaged in the programme by the end of June 2021.<br>The majority of providers have completed contracts to deliver the service. There are four outstanding regions to be contracted, including two regions (Gisborne and Taupō) that are additional to the original procurement approach and are being negotiated as a result of the COVID-19 response. Extended delays in the contracting of the two outstanding regions included in the original procurement approach (Wellington and Rotorua), are related to provider capacity. |
| <b>Expand supports to people in emergency housing</b> (Ministry of Social Development) | Intensive case managers are employed by MSD and take a holistic approach to people's 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. | <b>In place</b><br>MSD completed recruitment and contracting for the Intensive Case Managers and Navigator support services in May 2020, for both tranches of funding previously received. Many of these roles were in place earlier than this and could support clients through the COVID period. Under the action plan, MSD committed to extending these services to anyone in emergency housing. Given the increase in the number of people in emergency housing, this support is prioritised based on the level of client need.   | <b>In place</b><br>This action is now operating as business-as-usual within MSD. MSD has received total funding for 100 FTE Navigation/Support Service contracts.<br>An evaluation of these services is underway and will be conducted over 2021. The evaluation will look into the extent to which these services improved the overall wellbeing and stability of those in Emergency Housing, and how they engage with the housing system and sustain housing in the long-term.   |

| Action (and responsible Agency)  | Description and expected impact  | Status update August 2020   | Status update February 2021  |
|--|--|---|--|
| <p><b>Introduce housing broker roles to increase access to private rental housing</b><br/>(Ministry of Social Development)</p> | <p>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.</p> | <p><b>In place</b></p> <p>Housing Broker roles were all implemented by May 2020, and they are working to find properties for clients.</p>   | <p><b>In place</b></p> <p>MSD implemented 21 Housing Brokers roles by May 2020, and they continue to work to find properties for clients.</p>  |
| <p><b>Better prepare people for private rental (ready to rent programmes)</b><br/>(Ministry of Social Development)</p>         | <p>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.</p>  | <p><b>Underway</b></p> <p>MSD assessed regional capacity and capability to deliver this service after the first wave of COVID-19, and is implementing the Ready to Rent programme as a phased approach piloted by four regions first; Auckland, Hawkes Bay, Nelson and Southern. MSD has contracted community providers in each of these regions who have organised the programme and its content. They are set to deliver their first Ready to Rent programmes by 31 August 2020, supported by other agencies and stakeholders. Given the programme is run as an in-person session however, there may be some changes or delays due to COVID-19. MSD will bring Ready to Rent to other regions later in the year and in the new financial year and is working with these regions now, preparing them for the expansion of Ready to Rent.</p> | <p><b>Underway</b></p> <p>Ready to Rent programmes were piloted in four regions by 31 August 2020, and were extended across a total of 8 regions by the end of 2020. Plans are underway to get courses running in the remaining 3 regions by April 2021, and to continue running repeat courses across the regions.</p> <p>By the end of 2020, 15 different Ready to Rent courses had been run with approximately 100 people having had participated in the courses around the country. Based on the data available, around 40 of these participants have since found a private rental property.</p> |
| <p><b>Flexible funding package for whānau with children in emergency housing</b><br/>(Ministry of Social Development)</p>      | <p>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.</p>  | <p><b>Under development</b></p> <p>Implementation of the flexible fund was deferred as a part of MSD's response to COVID-19 to enable staff to focus on responding to immediate need. Officials are currently working through the implementation model for the flexible fund and it is expected to be in place by the end of 2020.</p>  | <p><b>In place</b></p> <p>The Flexible Funding Assistance Programme went live from 2 November 2020. This funding can cover needs related to education, early childhood or other activities required for the family's wellbeing.</p> <p>Funding is provided through NGO suppliers who pay for the required goods and/or services on the family's behalf.</p>  |

## 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 is a crucial component of any response, along with collaboration and better data and information on homelessness.

| Action (and responsible Agency)   | Description and expected impact  | Status update August 2020   | Status update February 2021   |
|---|--|---|---|
| <b>Local innovation and partnership fund</b> (Ministry of Housing and Urban Development)            | A fund to support the development and implementation of local initiatives to respond to and prevent homelessness. It will enable agencies and community organisations, Māori providers, hapū, Iwi and not for profit organisations to work together on initiatives to address system gaps and improve support or prevention tailored to needs in that area.                                | <p><b>Underway</b></p> <p>The fund opened on August 21. The opening date of the fund was delayed as providers were focussed on the immediate COVID-19 homelessness response and did not have the capacity to develop applications in this time period.</p>  | <p><b>Underway</b></p> <p>In December 2020, three applications from round one of the Local Innovation and Partnership Fund were approved in principle to receive full funding, and a further four were approved in principle to receive contributory funding.</p> <p>Grant funding condition negotiations began in January 2021 with all 7 successful applicants. Four of the seven applicants are Kaupapa Māori organisations, two focus on the Rainbow community, and one seeks to address youth homelessness. Several of the applications directly address the needs of people affected by long-term homelessness and offer new and tailored strategies to disrupt the cycle of homelessness for communities that experience discrimination and isolation. Others focus on building capability and capacity, increasing Kaupapa Māori leadership or developing local strategies to respond to homelessness.</p> <p>The next round of funding is expected to open mid-2021.</p> |
| <b>Build capacity and capability of Māori providers</b> (Ministry of Housing and Urban Development) | 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. | <p><b>Underway</b></p> <p>Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development is currently calling for applications to He Taupua fund. The fund was launched on 4 August and is open until 29 September 2020. The fund will contribute to successful applications that seek to support the implementation of MAIHI by strengthening the delivery of kaupapa Māori approaches and building the capability of Whānau Trusts and Ahuwhenua Trusts, hapū, iwi, and registered Māori housing providers.</p> <p>\$3 million is available for the current funding round 2020/2021. Successful applicants meeting criteria and requirements will receive grant funds in December 2020.</p> | <p><b>In place</b></p> <p>Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development has continued to support Iwi and Māori providers and organisations with funding to build capability. As part of the He Taupua fund that closed in November, 37 projects (out of 48 eligible applications) were approved for funding. The last of the grant agreements from this funding round are in the process of being executed and the first payment instalments are being made.</p>   |

| Action (and responsible Agency)   | Description and expected impact  | Status update August 2020   | Status update February 2021   |
|---|--|---|---|
| <p><b>Enable and support Kaupapa Māori approaches to homelessness</b><br/>(Ministry of Housing and Urban Development)</p>         | <p>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.</p>         | <p><b>Underway</b></p> <p>Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development is continuing to work with other agencies to ensure kaupapa Māori principles continue to be integrated into all actions.</p> <p>Prior to COVID-19, Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development recognised through MAIHI the housing crisis and impacts on many Māori whānau. This has been exacerbated by COVID-19 which has highlighted the vulnerability of Māori whānau and the ongoing need for kaupapa Māori approaches. It is essential that agencies and the providers are able to provide services in ways that meet Māori needs.</p> <p>Funding available through He Taupua will offer opportunities for Māori housing providers to build capability and strengthen their delivery of kaupapa Māori focussed initiatives.</p> <p>The MAIHI Framework for Action has been implemented from the start of 2020, including supporting whānau through COVID-19 Level 3 and 4, partnering with Iwi and Māori housing providers through the MAIHI Partnership Programme and establishing funding opportunities. MAIHI was formally launched on 11 August.</p> | <p><b>Underway</b></p> <p>Funding has been provided to Māori providers who are delivering kaupapa Māori services and programmes that attend to homelessness. The current contracts are progressing well and continue to provide support to whānau Māori.</p> <p>Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development continues to socialise MAIHI and the value of kaupapa Māori approaches with other agencies associated with the implementation of the Homelessness Action Plan.</p> |
| <p><b>Ongoing involvement of people with lived experience of homelessness</b><br/>(Ministry of Housing and Urban Development)</p> | <p>This initiative is to set up meaningful ongoing engagement of people with lived experience of homelessness. 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.</p> | <p><b>Under development</b></p> <p>This initiative is set to be delivered through the newly established Homelessness Sector Services. Work is underway to establish a regular engagement mechanism that is framed around kaupapa Māori principles, and will build upon engagement with people with lived experience that took place during the initial development of the action plan.</p> <p>The Homelessness Sector Services consists of CHA and Te Matapihi and aims to provide services that support the homelessness sector to improve the wellbeing and housing outcomes of individuals and whānau who are at risk of, or experiencing homelessness through prevention, supply, support and system change.</p>  | <p><b>Under development</b></p> <p>Engagement with the Homelessness Sector Services continues, although the slow establishment of the group has caused a delay in the implementation of this action.</p> <p>Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development has worked with Homelessness Sector Services on establishing key principles underlying the engagement and we will now work together on a plan for implementation.</p>  |

| Action (and responsible Agency)   | Description and expected impact   | Status update August 2020   | Status update February 2021  |
|---|---|---|--|
| <p><b>Improve evidence and data on homelessness</b><br/>(Ministry of Housing and Urban Development)</p> | <p>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, evaluations and reported on regularly to understand if and where progress is being made.</p> | <p><b>Underway</b></p> <p>This work is continuing, with an added focus on using information and data that arises from the current context to increase our understanding of homelessness in New Zealand. Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development has focussed on longer term planning for this initiative and is beginning to collate the data that is available to monitor the state, driving forces and pressures that lead to homelessness. This will be reported in the second public update and progress report in early 2021.</p> | <p><b>Underway</b></p> <p>Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development are continuing work with the Homelessness Sector Services on advancing the Data Partnership Project. This Project aims to deliver the necessary database, processes, and systems for achieving this action.</p> <p>A framework for monitoring the state, driving forces and pressures that lead to homelessness has been completed ahead of the 18 month review of the Action Plan.</p> |