Contact Details for Housing and Accomodation Assistance
MSD Oct 24

Due to changes in Government Emergency Accommodation Policies we are no longer able to access list of Emergency Accommodation/Boarding Houses etc. The following is current information from MSD as @ October 2024. Use the following link which will direct you to information on supports.

Phone us - Work and Income

The process for individuals that are not under our care would look like the below:

1. Contact the 0800 number and request a call back especially if waiting time is longer than 30 mins.
2. Inform the case manger on the phone that the individual is in need of accommodation support due to what their reasons are.
3. Request a social housing assessment to be completed, this then registers them for social housing and a rating is assigned to that induvial. This rating is what is needed for Transitional housing to be accessed as it informs the NGO companies, what that individual is eligible for in terms of the number of bedrooms as well as the urgency of getting into housing.
4. Once the assessment has been completed the individual could then request from WINZ (through the same 0800 number), to please do referrals to transitional housing NGOs on their behalf. They could also request this at the time of the assessment being completed.
5. WINZ would then send referrals to NGO's that are showing availability and vacancies. The NGO company that receives the referral will then directly contact the client to perform an interview over the phone (not all NGO's do this step).
6. The NGO will then contact the client directly when there is something available and they tend to allow the client to view the property before accepting. However, they have become very strict in that if a client does not engage or they decline the property for trivial matters, WINZ will decline to assist them further. Which leave the client to find private rentals on their own.

There is also another option depending on the client's situation, the client could also request with WINZ to be assigned a housing broker. The housing broker will then assist the individual with finding private rentals. However, due to the high rent rates in Auckland they have not been able to help clients that are single, as single rent properties are too expensive for individuals that are on a benefit.

Thanks to **Geraldine Botha, CSW/ NGO Partner Emerge**