

## Kāinga Ora has a Supported Housing Strategic Plan

In June 2022 the Kāinga Ora Homes and Communities Board adopted the Supported Housing Strategic Plan. The Plan recognises Supported Housing is part of the core role of Kāinga Ora and articulates a strategy from current state to an ideal future state. This document summarises the Kāinga Ora Supported Housing Strategic Plan.

## What is Supported Housing?

Kāinga Ora defines Supported Housing as the provision of publicly funded housing where the co-ordination of housing and other support services is essential to the wellbeing of the customer. Supported Housing provides invaluable housing and support for people with intellectual disabilities, physically disabled people, people at risk of becoming homeless, people with mental health problems, people who have experienced domestic abuse, prisoners reintegrating into society, and many others.

## What role does Kāinga Ora (and others) play in Supported Housing?

To effectively deliver Supported Housing, Kāinga Ora works closely with Funders and Provider organisations.

Funders decide what services they fund, for whom, and who provides them. Kāinga Ora supports through the provision of the home that we rent or lease either directly to a Funder or to a Provider organisation they have funded. Examples of Funders include the Department of Corrections, Whaikaha - Ministry of Disabled People and the Ministry of Social Development.



## Kāinga Ora 2030 vision

Building better, brighter homes, communities and lives  
He oranga kāinga, he oranga hapori, he oranga tangata

## Te Rautaki Māori Vision

He mana i te whenua, he kura kāinga, he whare haumaruru, he puna ora, hei oranga tangata.  
With pride of place, with a space to call home, with a protective house,  
let the spring of life prosper and bring wellbeing to all.

## Guiding Principles for the Supported Housing Strategic Plan



Customer voice



Service excellence



Partnership and collaboration



By Māori for Māori



Strategically driven



Systems thinking



Sustainability



Data-led and evidence-based

## Current state issues

- Inconsistent, insufficient and ambiguous funding arrangements
- No evidenced understanding of Customer needs and future demand
- Many homes are not Fit for Purpose
- Some properties need a different approach to maintenance
- Need for improved internal systems and processes
- Need for better housing pathways for Customers
- There is not enough housing
- Limited understanding of Supported Housing across Kāinga Ora

## Ideal future state

### For Kāinga Ora

- Fully Funded
- Capable and resourced
- Fit for Purpose homes, well maintained
- Trusted partner to Providers and Funders
- Strategic, guided by our Principles
- Local, Māori-led solutions
- Effective influencer of the wider system

### For the Supported Housing System

- People in need can access Supported Housing when they need it
- Streamlined cross-Government systemic coordination
- Effective demand forecasting
- Supported Housing is seen as an integral part of the housing system
- Separation of support and housing

## Four key shifts to achieve the ideal future state

### Do the basics well

We will improve our systems and processes and invest in our people to deliver service excellence. We will improve cross-organisational understanding and support for Supported Housing services through effective communication and collegial action.

### Customers

We will work in different ways to better understand and support our Supported Housing Providers, Funders and Customers to achieve improved outcomes. We will develop authentic partnerships with Providers and Funders.

### Delivery

We will deliver what we're funded to do well. This includes new asset delivery; maintaining, upgrading and renewing the existing portfolio; and developing new Fully Funded programmes with Funders.

### Shape the system

We will be an effective advocate for change in Supported Housing across the wider housing and social services systems. This includes influencing operational, policy and funding decisions that impact Supported Housing.