

Table One: Training documentation or support that is available to Work and Income Case Managers as at 13 October 2025:

Title	Document type	Date created, if identifiable in WPQ timeframe
Exceptional Circumstances for Emergency Housing fast-track	Doogle page	
Emergency Housing Grant (EH Grant) process	Doogle page	
Supporting Evidence Guidance	Guidance	
Emergency Housing Resolution Framework	Doogle page	
Emergency Housing - decline reasons	Guidance	
Emergency Housing - limited circumstances email template	Template	
Emergency Housing - responsibilities and activities table	Guidance	
Emergency Housing - staff guidance for EH conversations	Guidelines	
Emergency Housing - supporting evidence guidance	Guidance	
Emergency Housing Fast-Track	PowerPoint	30 April 2024
Emergency Housing Learning Resources	PowerPoint	8 April 2024
Initial Steps to End the Large Scale Use of Emergency Housing	Change Hub page	
Frequently Asked Questions - Changes to Emergency Housing Grants	Change Hub page	
Manager Training Factsheet	Fact Sheet	26 August 2024
Manager Training Scenarios	PowerPoint	26 August 2024
https://www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/index.html	MAP section/pages	
Emergency Housing SNG – Learning Resources for 6 November changes	PowerPoint	November 2023
Emergency Housing Learning Resources for families in Emergency Housing with dependent children	Guidance	
Supplier Standards - Considering EH Supplier Standards status when paying an EH Grant	Doogle Page	
Managing a Breach of the Supplier Standards	Doogle Page	
Emergency Housing Grants Programme	Guidance	
Ending Large scale use of Emergency Housing (eLearn module 1) (Archived)	eLearning module	April 2024
Ending large scale use of Emergency Housing changes - 26th August 2024 (eLearn Module 2)	eLearning module	July 2024
The Emergency Housing Grant	eLearning module	