







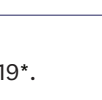





How performance will be assessed in 2018/2019

Our Statement of Intent outlines our strategic direction for the next four financial years. We have three outcomes and eleven impacts which represent what we want to achieve as an organisation to help New Zealanders to be safe, strong and independent. To assess our performance, we have developed new measures that will show our progress towards our strategic direction. Read more on page 16 of the Statement of Intent (2018-2022).

Six impact indicators collectively represent the way we will measure progress towards achieving our outcomes and impacts. They do not have fixed targets; instead they have agreed directions of travel that show in which direction we would like performance results to head over time. We expect these indicators will evolve over time as we develop new and improved ways to measure what we think is important, including what we currently cannot measure but would like to.

Measures	Intended direction of performance
Percentage of clients who remain off the main benefit having secured sustainable work	
Percentage of clients exiting the main benefit who return to the main benefit within:	
<ul style="list-style-type: none"> 13 weeks 	
<ul style="list-style-type: none"> 1 year 	
Average future years on the main benefit	
Median time to house for clients on the Housing Register:	
<ul style="list-style-type: none"> Overall 	
<ul style="list-style-type: none"> Priority A clients 	
Percentage of our spend evaluated as effective (of the portion of our spend that we are able to evaluate)	
Client Net Trust Score (the Client Net Trust Score survey is currently under development; until this is 'live' we would report in the initial year on representative measures from the current SQM client satisfaction survey together with updates on the development of the Client Net Trust Score through the Heartbeat project)	

Our actual performance will be included in the 2018/2019 Annual Report which is due to be released in October 2019*.

* Release date can be subject to change.