

# Ministry of Social Development Te Manatū Whakahiato Ora

## Why we're here

### Our purpose:



### Manaaki tangata, Manaaki whānau

We help New Zealanders  
to be safe, strong and  
independent

### The outcomes we want to achieve:

- New Zealanders get the support they require
- New Zealanders are resilient and live in inclusive and supportive communities
- New Zealanders participate positively in society and reach their potential

### The impact we want to make:

- Improve equity of outcomes, particularly for Māori
- Improve people's trust and confidence in the welfare system
- Improve effectiveness of support
- Reduce the number of people in hardship or insecure housing
- Improve awareness of and access to support
- Reduce harm and improve strength of whānau, families and communities
- Improve our contribution to industry and regional development
- Improve the effectiveness of connections across different providers and organisations
- Improve employment outcomes through sustainable work
- Improve people's readiness for work, including through training and education
- Improve people's abilities to meaningfully participate in society

### Measures of our performance:

- ↑ Clients who remain off benefit in sustainable work
- ↓ Clients who come back on main benefit after a short period
- ↓ Future years on main benefit
- ↓ Time to house clients on the housing register
- ↑ Effectiveness of our spending
- ↑ Trust in MSD

## What we do

Over 1 million New Zealanders contact us every year

### Our functions<sup>1</sup>:

- providing employment, income support and superannuation services
- allocating funding to community service providers
- providing student allowances and loans
- providing public housing assistance and services
- being the primary provider of social policy and advice to Government
- monitoring three Crown entities and providing advice to the responsible Minister
- ensuring the legislation we administer is effective and fit-for-purpose
- working with other agencies and the wider social sector to support Government priorities and improve the wellbeing of all New Zealanders.

<sup>1</sup> The Ministry of Social Development includes Work and Income, Office for Seniors, Office for Disability Issues and Ministry of Youth Development

### Our commitment to our clients:

- **Ka mōhio ki a koe – know you**
  - We will get to know you, your situation and your needs
  - We will use your feedback to improve our service
  - We will make sure you understand everything you need to know
  - We will respect your privacy and be clear about how we use your information and who we share it with
- **Ka tautoko i a koe – support you**
  - We will let you know everything you may be eligible for
  - The information we give you will be accessible and consistent no matter how you contact us
  - We will help you however we can, as soon as we can
  - We will be honest about our mistakes and put them right
- **Ka mahi tahi ki a koe – with you**
  - We will respect you and what is important to you
  - We will let you know your options, rights and obligations
  - We will work together to achieve shared goals
  - Our actions will follow our words

## Where we're heading

### Te Pae Tawhiti – Our Future:

We want to become a trusted and proactive organisation, connecting clients to all the support and services that are right for them, to improve the social and economic wellbeing of New Zealanders.



**To achieve our purpose and deliver what we want for New Zealanders, we've identified three key shifts to focus on:**

- **Mana manaaki – A positive experience every time**

Looking after the dignity of people with warmth, listening, respect, compassion, openness and fairness. Helping people, whānau, families and communities is at the centre of what we do.
- **Kotahitanga – Partnering for greater impact**

We're stronger when we work together with whānau, families, hapū, iwi, providers, communities and other government agencies. By allowing others to take the lead in some services, our clients could connect directly with trusted partners who are better placed to meet their needs.
- **Kia takatū tātou – Supporting long-term social and economic development**

We will ready ourselves for the future and take a long-term approach to community, regional and economic development. To improve employment outcomes people will need our support to acquire skills for current and future job markets. We will broaden our role in community development and social services to support people who are volunteering, training or caring for whānau and families.

## Our foundations:

- **Strong organisational platform** – people with the right skills, technology capability, using data and evidence, investing for social wellbeing with a fit-for-purpose and agile operating model
- **Strong organisational culture** – MSD people connect to our purpose and are proud to serve New Zealanders