



Four service changes

Bringing our Future Service Model to life.

Te Pae Tawhiti Programme will introduce changes in four areas across three horizons, with the first horizon laying the foundations for subsequent horizons.

Horizon 1 (2023-6)

Service experience

- Client Engagement Practice
- Kotahitanga
- Employment Service

Design new experience and deliver to students
 Design and test practice model
 Design and test partnering approach
 Establish digital platform

Horizon 2 (2026-9)

Expand new experience to working age clients
 Implement practice model
 Implement partnering approach
 Deliver full employment service experience

Horizon 3 (2029-32)

Experience delivered to all NZers
 Expand practice model
 Expand partnering approach



Service Experience

Improving people's experience of MSD's services across all channels

The processes New Zealanders use to access MSD's services will be redesigned and supported by a modern technology platform.



Our clients

"I can do everything on my phone - even tracking where my application is at."



Our people

"I can see a client's whole history on one screen so I have more time to focus on what matters for them."

Client Engagement Practice

Making the most of every contact we have with clients.

Everyone on our frontline will be able to deliver a consistent service - whether clients need a little support or a lot.



Our people

"I'm happy knowing I can help every client - no matter what their needs are."



Our clients

The contact centre told me about other support I didn't even know was available to me."

Kotahitanga

Better partnering and commissioning

The way we work with partners will be simpler, based on strong relationships, and focused on results not reporting.



Our partners

"Less time spent on admin and reporting means more time supporting whānau in my community."



Our people

"Because I can see all the support available from our partners, I can focus on what each client needs and who's best placed to deliver it."

Employment Service

Better tools for job seekers, employers and providers to connect with MSD

We'll offer a full digital employment service, including job search, job matching, and applying for training and jobs online, supported by MSD staff working with businesses and providers.



Job seekers

"I get alerts for job opportunities that are right for me, and what training and support is available to help me get them."



Employers

"I can list vacancies 24/7, see what MSD support is on offer and get matched with suitable candidates."