

# Te Pae Tawhiti Programme

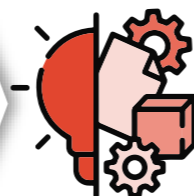
Making it easier for people to get the support they need, so they can spend time on what's important



## What do we want to achieve?



## What's holding us back?



## What's needed?



## What will that mean?

### MSD's purpose is:

Manaaki Tangata, Manaaki Whānau  
We help New Zealanders to be safe, strong and independent.

### Our strategic direction is:

### Te Pae Tawhiti – Our Future



### To get there, we need to make three shifts:



#### Mana manaaki

A positive experience every time



#### Kotahitanga

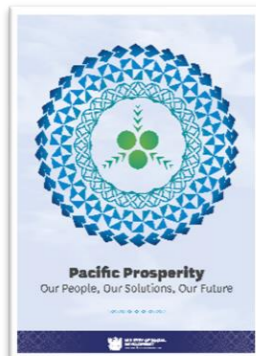
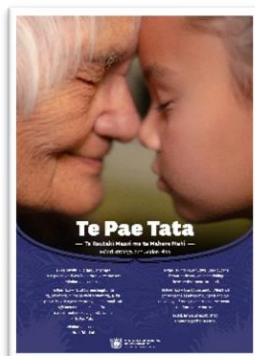
Partnering for greater impact



#### Kia takatū tatou

Supporting long-term social and economic development.

### Underpinned by:

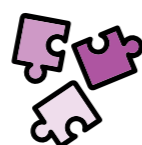


To achieve our three shifts, MSD must be able to meet the changing needs of New Zealanders.

Government expects MSD to be able to meet those needs efficiently and effectively.

Partners need to be able to work with us easily to help New Zealanders.

Right now, our ability to help is severely limited because of:



A fragmented, transactionally focused service approach.



A service model that makes it difficult for clients to get the help they need.



The high and increasing likelihood of service and payment failure.

No matter how hard everyone works, we can only achieve so much with the systems and processes we have right now.

We need significant investment to transform what we do and the tools we use. We need:



**Better digital experience** across all MSD services.



**A new service model and a stronger case management practice model**, with more focus on prevention and sustaining outcomes, intensive support for those who need it most.



**Simpler processes**, for seniors, students, and working age clients.



**Smarter ways of partnering**, with social services, iwi, employers and commercial suppliers.



### For our clients and whānau:

- Access support more quickly, with a digital option for those who can
- Achieve employment and other goals more easily
- Receive full and correct entitlement
- Receive services that reflect and support the diverse and multiple needs of New Zealanders
- Support that improves equity of outcomes for Māori
- Support that improves equity of outcomes for Pacific.



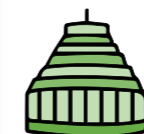
### For our staff:

- Spend more time working with clients who need our help to achieve their goals, rather than doing manual processing
- Use modern, integrated systems that show a single view of client information



### For our partners:

- Focus more on outcomes, less on process
- Support the clients and whānau best suited to their services



### For Government:

- Use modern and stable technology
- Implement new government policy more easily