

# Te Pae Tawhiti – Designing the Ministry of Social Development’s future operating model

**MSD will progress work on the design of new operating and service models.**

**Wellbeing Budget 2022**

**Government has provided \$35.660 million in 2022/23 to enable MSD to design and lay the foundations that will enable the transformation of its operating and service models to support the Government’s overhaul of the welfare system.**

MSD’s strategic direction, *Te Pae Tawhiti – Our Future* describes the three shifts it is making across the organisation in all of our work to achieve our outcomes.

- **Mana manaaki – A positive experience every time**
- **Kotahitanga – Partnering for greater impact**
- **Kia takatū tātou – Supporting long-term social and economic development**

**This initiative provides funding for one year for the required capability to design and lay the foundations in readiness for the transformation of MSD’s operating and service models. MSD will also contribute to costs from baseline.**

- To achieve the three shifts and support the overhaul of the welfare system, MSD needs to be able to respond to a changing social landscape and be equipped to deliver effective, timely, and mana-enhancing supports and services.
- MSD’s ability to deliver the right outcomes is constrained by an operating model that is no longer fit-for-purpose.
- Further, technology is changing the way people access services, and their expectations around how they interact with and receive services from Government agencies have changed.
- Making it easier and simpler for New Zealanders to get help and support through the welfare system when they need it, means responding to those changing needs.
- Te Pae Tawhiti Programme will transform MSD, enabling it to deliver services that are better designed for New Zealanders and align to [Te Pae Tawhiti – Our Future](#).
- The Programme will enable MSD to deliver services that are easier, more accessible and integrated across employment, housing, and income support. The Programme will also modernise MSD’s technology, data, and information to support this business change and allow it to partner more often and more effectively.

Costs (operating) \$/m	2021/22	2022/23	2023/24	2024/25	2025/26 and outyears	TOTAL
	-	35.660	-	-	-	<b>35.660</b>