

MSD’s impact statements and associated Key Performance Indicators (KPIs)

The table below shows MSD’s suite of 18 KPIs. The KPIs map to our 11 impact statements and help us to monitor and report on our progress.

Impact statement	Associated KPI(s)	Direction/standard
Improve client understanding of obligations and available employment support	1. Client outcome: Awareness of obligations Measure: The average score for clients receiving a Jobseeker Support benefit for their awareness of their obligations. The result is measured on a range from 1 to 5. Cohort data: No	No less than 4.5
Improve employment outcomes	2. Client outcome: Staying in work Measure: The percentage of clients who have exited a main benefit during the calendar year for reason of employment, following an employment intervention, that did not access a main benefit again in the following six months. Cohort data: Yes	No less than 55%
	3. Future reliance: Estimated average future years on a main benefit Measure: Average number of future years that main benefit clients are estimated to be supported by a main benefit, until age 65. Cohort data: Yes	Decrease
	4. Effectiveness: Employment programmes Measure: The percentage of Employment Assistance programmes rated ‘effective’ or ‘promising’ using MSD’s evaluation model. Cohort data: No	No less than 90%
Improve exits into work	5. Effectiveness: Benefit exits into work Measure: Number of main benefit cancellations by cancellation reason ‘obtained work’. Cohort data: Yes	Increase
Improve delivery of income support	6. Accuracy: Accurate benefit entitlement assessments Measure: The percentage of working-age benefit entitlement assessments (main and supplementary benefits) completed accurately. Cohort data: Yes	No less than 95%
	7. Timeliness: End-to-end time to receive a financial benefit Measure: Average number of working days taken to pay working-age main benefit clients from the first date of contact to the first date of payment. Cohort data: Yes	No more than 20 working days
	8. Debt: Average overpayment debt Measure: The average amount of overpayment debt per client (current and former). Cohort data: Yes	Decrease
Improve support to people, whānau and families in hardship to secure and sustain housing	9. Effectiveness: Housing support resolution Measure: The percentage of all Housing Support Product recipients who 90 days later are not on the Housing Register, and have not received an Emergency Housing Grant. Cohort data: Yes	No less than 80%
	10. Timeliness: Time taken to be placed on the Public Housing Register (also known as the Social Housing Register) Measure: The average time to have a live application placed on to the Public Housing Register from first requesting assistance with emergency housing. Cohort data: Yes	No more than 30 working days
Improve how we connect and partner	11. Partner experience: Experience of youth development partners Measure: The percentage of partners reporting that partnering with the Ministry of Youth Development was a ‘good’ or ‘very good’ experience. Cohort data: No	No less than 80%
Improve the safety and strength of people, whānau, families and communities	12. Client experience: Effectiveness of services addressing family violence Measure: The percentage of victims of family violence who reported they received the support they needed from the services MSD funds. Cohort data: No	No less than 80%
	13. Client experience: Effectiveness of services addressing sexual violence Measure: The percentage of victims of sexual violence who reported they received the support they needed from the services MSD funds. Cohort data: No	No less than 80%
Improve our contribution to employers and regional development	14. Qualitative approach: Examples of MSD’s work that show improved contribution Measure: Progress is assessed using a qualitative approach to highlight examples of how MSD has supported and encouraged employers and regional development. Cohort data: N/A	Examples will be included in our Annual Report
Improve delivery of disability support services	15. Qualitative approach: Examples of MSD’s work that show improved delivery Measure: Progress is assessed using a qualitative approach to highlight examples of how MSD has improved the delivery of disability support services and implemented system improvements. Cohort data: N/A	Examples will be included in our Annual Report
Improve people’s trust and confidence in the welfare system	16. Client trust: Net trust score Measure: Net client trust score from MSD’s ‘Heartbeat’ survey. The result is measured on a range from -100 to +100, with a score over zero seen as positive. Cohort data: Yes	No less than 41
	17. Client experience: Overall service score Measure: Average client experience score from MSD’s ‘Heartbeat’ survey. The result is measured on a range from 0 to 10. Cohort data: Yes	No less than 8
Improve equity of outcomes	18. Equity: Cohort data across our KPIs Measure: Equity is measured by the number of KPIs that are on track for Māori and Pacific peoples, where cohort data is available.	Increase

