



Social Development and Employment Update

Week ending Friday 24 January 2025



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

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s9(2)(ba)(i)	

Front cover photo: Canterbury based client Allen finds employment three days after completing a Skills for Industry Programme.



Tele'a Andrews
Director, Office of the Chief Executive

Client Service Delivery

Walking the talk at Kōrero Mahi

Lead: Jayne Russell, Group General Manager Client Service Delivery



Pictured: Braeden Mills with Work Broker Lester Neal

himself and had little choice.

Braeden stayed to chat with Work Broker, Lester Neal, after his first Kōrero Mahi/Let's Talk Work session and revealed his openness to learning something new.

Lester lost no time, heading off that afternoon to see the centre manager of Kaikōura's Puna Reo early childhood centre who'd registered a vacancy with MSD.

"I knew exactly where I thought Braeden would fit," said Lester. *"After meeting me that afternoon, the centre manager called Braeden and he had an interview and job offer the following day, with support through Mana in Mahi."*

Centre manager, Kahurangi Stone, is thrilled with Braeden's progress. *"He slotted right in so naturally and comfortably,"* she says. *"He's a teacher aide and is enrolled for further study for next year. Our Kaiako are all at different stages in their own learning journey."*

"I've always been a worker and really didn't want to have to go to Work and Income," he says. *"All credit to Lester. Without him, I might not be where I am today."*

For the week ending 17 January, there were 1,226 attendees of Kōrero Mahi Let's Talk Work seminars nationwide with 31 of these being in the Nelson/Marlborough/West Coast region.

s9(2)(f)(iv)

Partnerships and Programmes

Braver, stronger and ready for employment

Lead: Karen Hocking, Group General Manager System Performance and Improvement



LSV graduate Memphis-Aio Tawhai Green

It starts with a green water bottle and a camouflage cap. These are handed to young people when they arrive at the Youth Development Unit Central in Upper Hutt – symbolising six weeks of outdoor pursuit, education, and teamwork on the Limited Service Volunteer (LSV) programme.

For Memphis-Aio Tawhai-Green, 22, the bottle and cap meant resetting a life gone awry. The Porirua woman had struggled

with addiction, had withdrawn from her nursing studies and was on a benefit.

In just six weeks at LSV, she gained her full driver's licence and was chosen for three prestigious course awards, for Outstanding Effort, Most Effective Team Leader and the He Tohu Aroha Police Award.

After graduating from LSV in December 2024 and working 12-hour shifts at Taylor Preston meat processing company over summer, Memphis will soon begin her new role as an administration officer at the Ministry of Social Development's (MSD's) Lower Hutt Service Centre.

"LSV was the stepping stone I'd been waiting for" Tawhai-Green said.

Tawhai-Green is determined to continue her LSV experience and learning – she has been offered mentoring from current LSV Trentham patron, MSD Wellington Regional Commissioner Gagau Annandale-Stone.

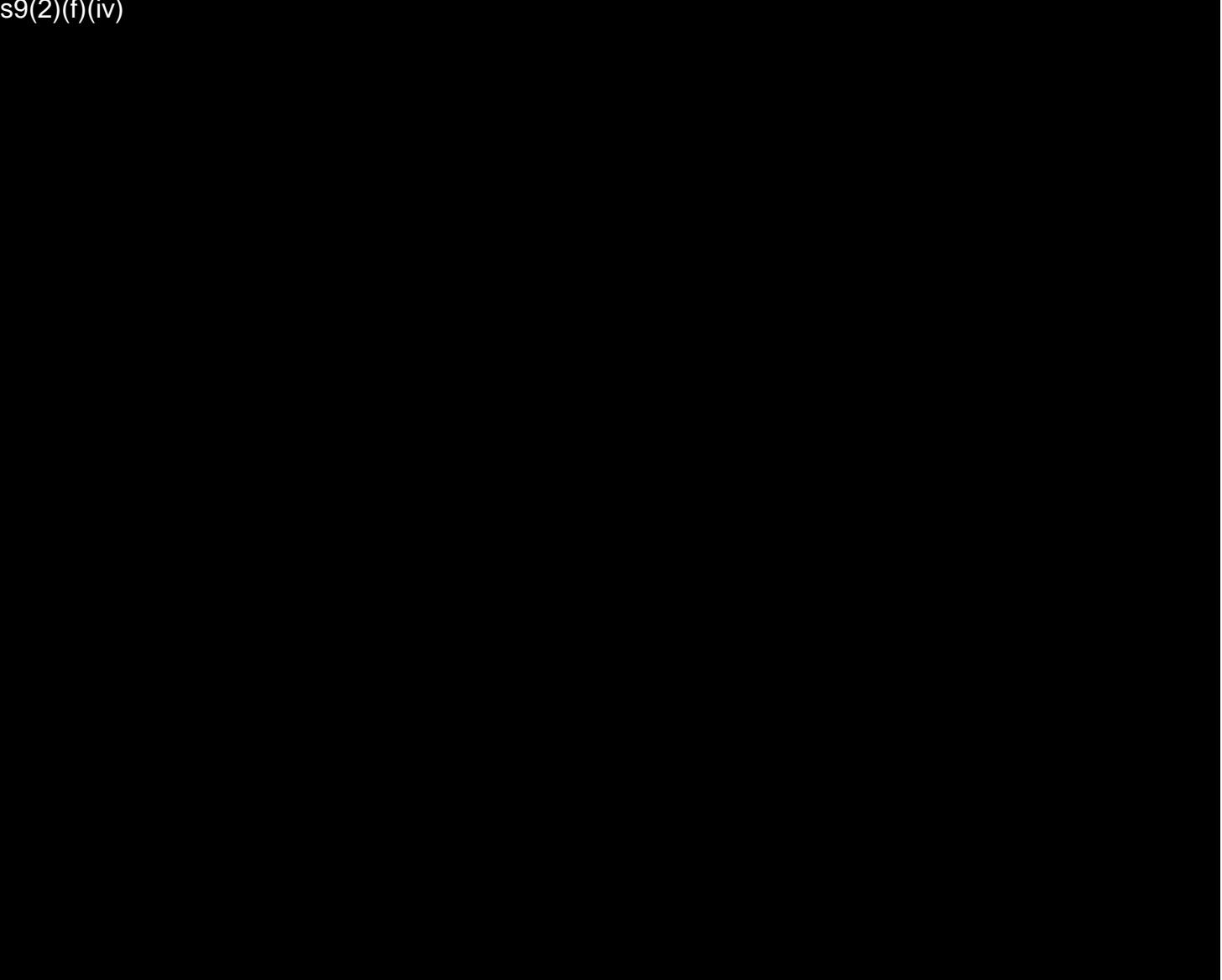
"I want to be a role model for my younger siblings and show them there are other options. I'm ready to let my old lifestyle go – I used to cry talking about it, but LSV has made me stronger and I'm healing. It was the best decision of my life to get into that [LSV] van."

From January 2024 to December 2024, 810 trainees attended LSV courses across the country and 579 graduated the programme.

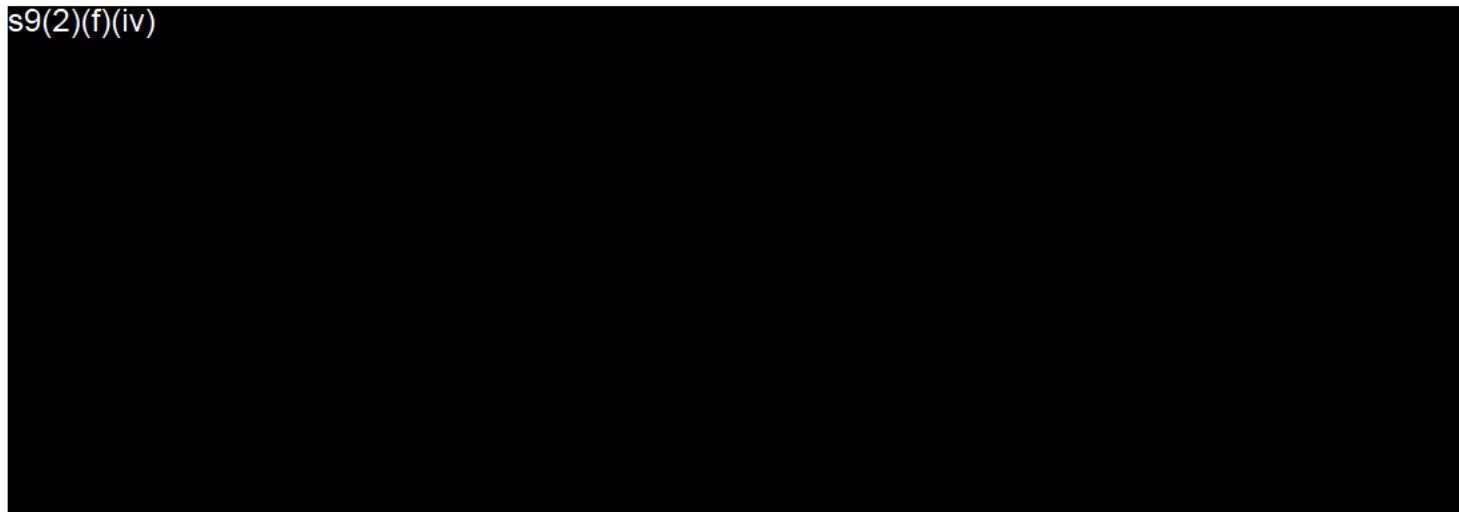
MSD is now taking applications for the next intake of LSV trainees in 2025.

Responsible DCE: Viv Rickard, Service Delivery

s9(2)(f)(iv)



s9(2)(f)(iv)



Media and OIA requests

Official Information Act requests

Since the last SDEU to week ending 17 January 2025, you received 8 new requests for official information. Details of current requests are shown in the table below.

New Requests				
Requester	Topic	Approach	Due date to the Minister	Due date to Requester
s9(2)(a)	Copies of weekly reporting to Minister Upston as noted at MSD Annual Review Hearing	Provide relevant SDEU - all DCE offices to review.	16 January 2025	21 February 2025
	Copies of 7 reports provided to Minister for Social Development and Employment	Provide documents in scope, some redactions for F&F and active consideration.	22 January 2025	5 February 2025
	Request for all SDEUs in the period 25 October 2024 to 7 December 2024	Provide SDEU's - all DCE offices to review.	24 January 2025	31 January 2025
	All written advice provided to Minister Upston during the week 4 November 2024	Assess documents in scope.	28 January 2025	4 February 2025

s9(2)(a)	Information on Cabinet papers taken to Cabinet by Minister Upston from November 2023 to November 2024	Assess and confirm dates, provide relevant data in full.	28 January 2025	4 February 2025
	All written advice provided to the Minister for week commencing 11 November 2024	To assess documents in scope.	3 February 2025	10 February 2025
	Request for all documents sent from the Minister to Work and Income staff outlining new policies on benefit payments	To assess scope as substantial manual collation may be a factor.	5 February 2025	13 February 2025

Existing Requests

Requester	Topic	Approach	Due date to the Minister	Due date to Requester
	Request for 28 named reports	Assessing reports for redactions.	06 January 2025	31 January 2025
	All information relating to the 'More support to help people on benefit into work' announcement by Minister Upston	To provide documents in scope.	10 January 2025	21 January 2025

Social Media Highlights

We use our social media channels to let clients know how we can work with them on their journey to employment, as well as about changes to payments or programmes, client success stories, and to highlight the work of MSD staff. For many of the groups we serve, social media is their preferred method of communication.

Below are some of our top-performing posts between 10 December 2024 – 20 January 2025.

Allen's success with Skills for Industry programme

 Ministry of Social Development NZ  21 minutes ago · 

Allen was stoked to land a job with Turners and Growers in Canterbury within three days of finishing a course with one of our training providers.

When he came to MSD, his case manager referred him to a Skills for Industry programme for warehousing forklift logistics.

"I decided to get out there and see what I could do and came across the course," he said "I joined the course and it literally took three days to get the job."

The Skills for Industry programme offers funding and support to help with training before or during a job.

AJ Scorringe who looked after the training said Allen was an "excellent student", who "took all the opportunities that were presented in front of him".

He is enjoying being back in mahi, feeling motivated and is now able to save money.

"I love it here. There's a lot of hours, it's good pay and you keep busy so you lose track of time. It's pretty awesome," says Allen.

"I came into MSD and it gave me the opportunity to learn and develop... if you are willing to be out there and develop your learning experience you have the opportunity to get the job you want."

Need support with looking or preparing for work? We may be able to help:

<https://www.workandincome.govt.nz/work/index.html>



We reached over 9,600 people in December 2024 with a post about Allen, a client who found a job within three days of finishing a Skills for Industry programme for warehousing forklift logistics.

The MSD programme provides short-term training to prepare clients for jobs in various industries.

The Facebook post received 344 reactions, 27 comments and was shared ten times.

Help with housing or other essential costs

MSD Ministry of Social Development NZ •
January 14 at 12:01PM ·

If you're on a benefit or low income, we may be able to help with housing or other essential costs. This includes support to stay in your home or move to a new place.

We may be able to help with:

- ongoing costs like rent or board
- one-off costs (e.g. if you're behind on your rent or other accommodation costs, and haven't been able to make an arrangement with your landlord or head tenant)
- the costs of moving to a new place (e.g. bond, rent or accommodation costs in advance, or moving your belongings)

Income and asset limits apply. Find out more on the Work and Income website: <https://www.workandincome.govt.nz/housing/index.html>

You can also check what you may be able to get here: <https://check.msd.govt.nz/>

We may be able to help you with housing costs

We reached over 7,700 people on Facebook with a post about some of the ways MSD can help with housing and other related costs.

This is aimed at people on a benefit or on a low income and will be part of a series of posts to increase awareness of available support.

The post has received 33 reactions, four comments, and was shared 15 times.

Responsible DCE: Melissa Gill, Organisational Assurance and Communication

Cabinet Papers and Report Planner

The following are your papers to be considered in the upcoming months.

Cabinet Committee	Title	Branch	Date
ECO	Additional Cabinet decisions for Budget 2024 initiative: Treatment of housing contributions from boarders	Policy	29 January 2024
LEG	2025 Annual General Adjustment – Regulatory Amendments	Policy	20 February 2025
SOU	Expanding legislative authority for Automated Decision-Making in the Welfare System	Policy	5 March 2025
SOU	Amendments to the eligibility settings for periodic tenancy reviews for social housing tenants	Policy	5 March 2025

Publications Pipeline

Upcoming Pipeline

The following publications have been completed and will be published on MSD's website.

Title	Description	Publication date
Care in the Community welfare response evaluation pack	<p>In 2023, MSD conducted an outcomes-focused evaluation of the Care in the Community welfare response, which provided households with support to safely self-isolate while positive with COVID-19. [REP/24/12/1132 Care in the Community evaluation findings, provided to your office on 22 January 2025, refers.]</p> <p>The evaluation pack includes:</p> <ul style="list-style-type: none"> - A survey workstream report (undertaken by Allen + Clarke) - A case study workstream report (undertaken by Kaipuke Ltd.) - A synthesis report - An evaluation overview A3 pack. 	3 February 2025 (TBC)
When parental aspirations aren't enough: An exploration of the importance of parental aspirations in the socioeconomic gradient in child outcomes (Motu)	This research found little evidence that parental aspirations are an important driver explaining disparities in child outcomes for children from low socioeconomic backgrounds.	2025 (TBC)
Findings from the 2022 New Zealand Income Support Survey	The 2022 New Zealand Income Support Survey (NZISS) interviewed 1,852 people on low- and middle-incomes who appeared eligible for income support payments from MSD or Inland Revenue, in order to provide information on how the income support system helps low- and middle-income New Zealand families [REP/24/5/436 refers].	2025 (TBC)
EA effectiveness report for 2022/23 financial year	This annual report updates the effectiveness results of MSD-funded employment assistance interventions for 2022/23. The analysis evaluates the impact of the interventions on participants' outcomes and assigns an effectiveness rating to each employment	First quarter of 2025 (TBC)

	programme. The report summarizes these ratings based on the level of expenditure in each category from effective through to not feasible to evaluate.	
EA effectiveness report for 2023/24 financial year	This annual report updates the effectiveness results of MSD-funded employment assistance interventions for 2023/24. The analysis evaluates the impact of the interventions on participants' outcomes and assigns an effectiveness rating to each employment programme. The report summarizes these ratings based on the level of expenditure in each category from effective through to not feasible to evaluate.	First quarter of 2025 (TBC)

Upcoming Reports

The following are reports to be considered in the upcoming months set out in order of your priorities.

Title	Description	Due Date	Business Unit
<i>Priority 1: Getting people into employment and lifting economic outcomes</i>			
s9(2)(f)(iv)			
Labour market mobility tool: approval of welfare programme	Report seeking approval of the Welfare Programme to establish the new labour mobility tool	17 February 2025	Policy
Employment Investment Strategy 2025-2028: Draft Strategy	This report contains the draft strategy for feedback and builds on previous decisions.	February 2025 (TBC)	Strategy & Insights
Employment Investment Strategy 2025-2028: Final Strategy	The strategy needs to be finalised in time to inform purchase planning in March 2025.	February 2025 (TBC)	Strategy & Insights

Priority 4: Other

Corporate accountability

Board and Statutory Tribunal Member Appointments for 2025	This report provides you with information on upcoming appointments for 2025.	31 January 2025 (TBC)	Strategy & Insights
Crown entity annual reports	This report provides you with monitoring advice on the Crown entities' performance for 2023/24 based on their Annual Reports.	February 2025 (TBC)	Strategy & Insights
Crown entity performance for quarter one 2024/25	This report provides you with monitoring advice on the Crown entities' performance the first quarter of 2024/25.	February 2025 (TBC)	Strategy & Insights
MSD Quarter Two Performance Report 2024/25	This report provides you with a summary of how MSD performed in the second quarter of 2024/25.	March 2025 (TBC)	Strategy & Insights

Income support

2025 Annual General Adjustment	Seeks Joint Ministers approval to increase rates and thresholds from 1 April 2025.	7 February 2025	Policy
2025 Annual General Adjustment - Regulatory Amendments	Seeks Cabinet approval to various regulation amendments to give effect to increasing rates from 1 April 2025.	10 February 2025	Policy
2025 Annual General Adjustment - Welfare Programme Amendments	Seeks your approval to Welfare Programme amendments to give effect to increasing rates from 1 April 2025.	18 February 2025	Policy

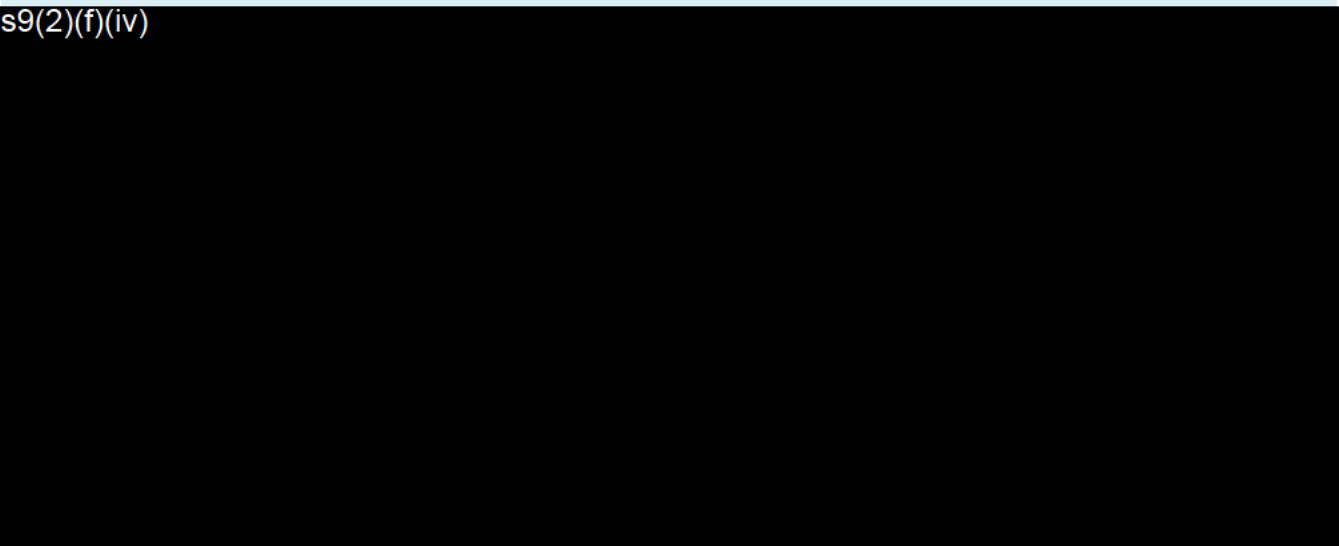
Regional and Communities

Strengthening welfare leadership in emergencies	This paper outlines issues and opportunities with the current leadership arrangements for the welfare function in emergencies.	12 February 2025	Policy
Advice on the interim Temporary Accommodation Assistance Programme	This briefing will provide you with advice on the interim Temporary Accommodation Assistance Programme which is due to expire	19 February 2025	Policy

and considerations for future emergencies in June 2025 and the next steps for how to support similarly displaced homeowners in future emergencies.

Welfare System

s9(2)(f)(iv)



Housing support

s9(2)(f)(iv)



s9(2)(ba)(i)



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Social Development and Employment Update

Week ending Friday 7 February 2025



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Front cover photo: Ghulam is pursuing his goal of becoming a carpenter with support from MSD while he completes his studies and support from his work broker to find a building apprenticeship



Tele'a Andrews
Director, Office of the Chief Executive

Client Service Delivery

Walking the talk at Kōrero Mahi

Lead: Jayne Russell, Group General Manager Client Service Delivery

To tackle labour shortages in the dairy sector, MSD and Agricademy have launched the 'Get Milking' Programme, providing jobseekers with a fast, practical entry into dairy careers.

Since 22 January, 128 people have registered, with a significant spike of 71 registrations following a national email campaign.

The programme begins with a two-hour online Dairy Taster Course, offering an introduction to farm tasks, animal care, and the realities of dairy work. There are no classrooms or paperwork—just engaging videos and bite-sized learning modules that can be completed anytime, anywhere.

Participants who pass an assessment interview move on to the Dairy Assistant Course, where they gain hands-on skills in milking, feeding, and livestock management. Graduates are then listed on Agricademy's job board and connected with employers through industry partners like DairyNZ.

To support jobseekers into employment, Transition to Work Grants and Flexi-Wage Subsidies are available.

This programme ensures a steady pipeline of skilled workers to support the dairy industry and grow a sustainable workforce.

Responsible DCE: Viv Rickard, Deputy Chief Executive Service Delivery

Youth

Youth Service contract extensions and changes for fiscal year 2025/26

Lead: George Van Ooyen, Group General Manager Client Service Support

MSD's Youth Services programme supports 16-19 year olds facing challenges, offering one-on-one mentoring and tailored support for education, training, work-based learning, or employment.

Delivered nationally by 47 community-based providers, iwi/Māori, private training institutions, and two MSD sites in Wellington and Whanganui, the programme is mandatory for young people in receipt of Youth Payment (YP) or Young Parent Payment (YPP) under the Social Security Act 2018. The service is also available to at-risk youth (YS-NEET) who are not engaged in education, training, or employment, and have a high probability of coming onto a main benefit.

Funding

- **Time-Limited Funding:** Youth Service will return to baseline levels from the 2025/26 fiscal year due to the end of time-limited funding.
- **Funding Allocation:** The reduction in funding applies to YS-NEET primarily (as YP/YPP are benefit entitlements).
- **Impact on YS-NEET:** NEET youth coach caseloads will increase from 20 to 25 starting 1 July 2025 to mitigate impact. This means the number of young people who can access the YS-NEET programme will reduce from only 2,165 to 2,081.

Contract extensions

- **Current Contracts:** End on 30 June 2025
- **Contract Extensions:** To ensure continued service, MSD procurement board (Nov 2024) has extended current contracts: 24 months for YP/YPP services and 12 months for YS-NEET services. Providers were notified in December 2024, giving them time to adjust and continue delivering high-quality service.

MSD will provide you with further advice in the coming months on the future of the Youth Service and seek your direction on next steps.

Responsible DCE: Viv Rickard, Deputy Chief Executive Service Delivery

Family and Sexual Violence

Update on MSD funded helplines

Lead: Mark Henderson, General Manager Safe Strong Families and Communities

End of the 211 Helpline

In May 2024 you agreed to the decommissioning of the MSD-funded Family Services 211 Helpline. Following your agreement, we initiated the decommissioning plan.

We engaged with the organisations listed as contact options on the 211 Helpline and requested all stakeholders who promote it remove all reference and resources relating to the helpline. Between 30 September – 30 November 2024 callers were greeted with an automated message advising that the 211 Helpline would no longer be available from 1 December 2024.

The 211 Helpline closed on 1 December as planned and is no longer available to callers. To date, no objections, risks, or concerns have been reported. We will continue to monitor the progress of the decommissioning process until 21 March 2025 to ensure that all promotion of the 211 Helpline has ceased.

Outcome of the Family Violence and Sexual Violence Helplines Procurement

Last year we ran a procurement process for the following family and sexual violence helplines:

- Elder Abuse Response Helpline
- Family Violence Information Line and webchat

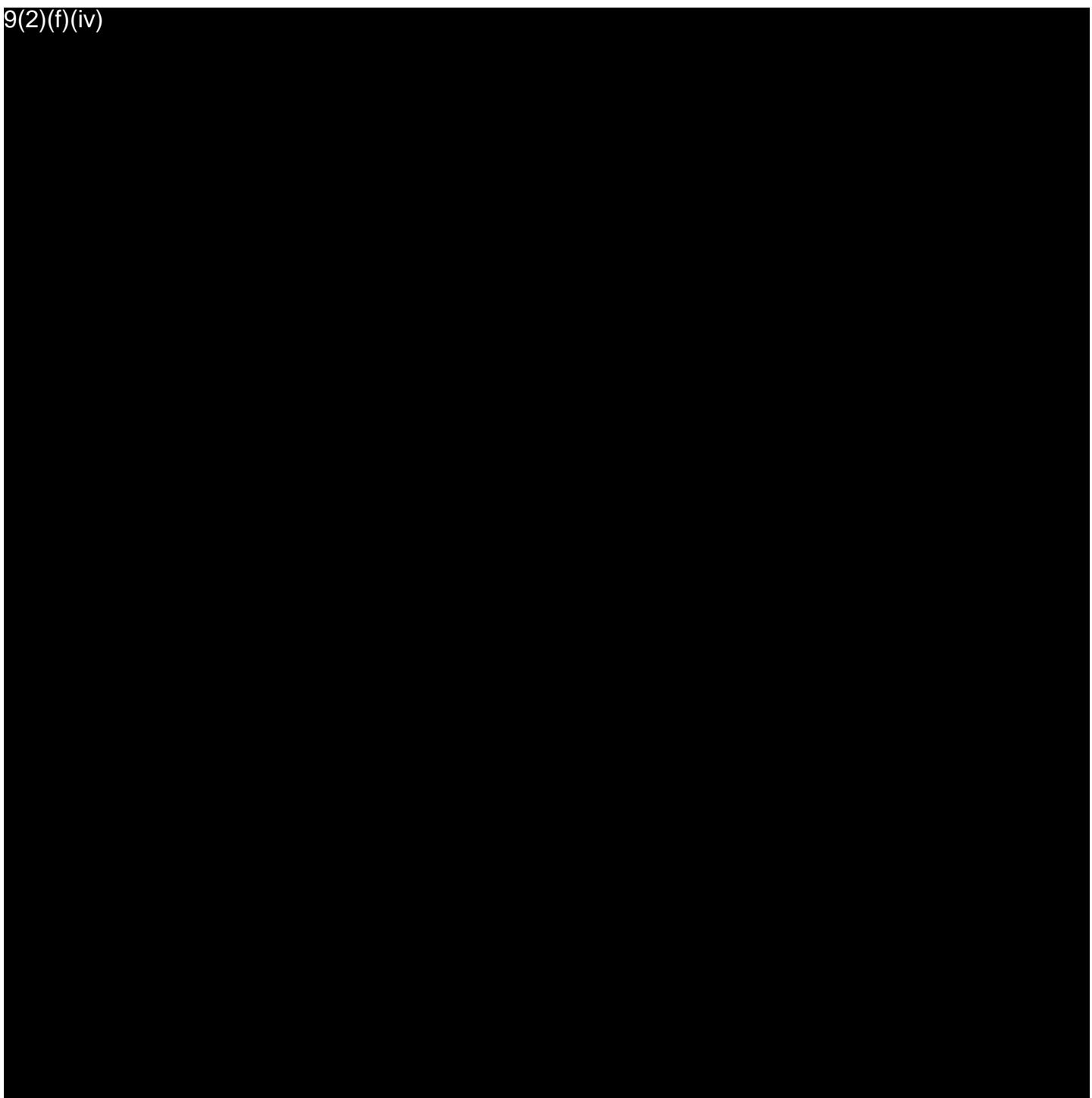
- Women's Refuge After-Hours Helpline
- Shine Helpline
- Safe to Talk Helpline.

Whakarongorau Aotearoa was named the successful supplier to deliver all of the above helplines with their new contract starting from 1 December 2024.

Aligned with the Social Sector Commissioning Action Plan, this partnership includes a long-term 10-year contract to ensure sustainable, high-quality, and adaptable service delivery. The partnership is also underpinned by a shared vision and joint strategic roadmap to ensure timely, safe and effective family and sexual violence helpline services across New Zealand.

Responsible DCE: Mārama Edwards, Māori Communities and Partnerships

9(2)(f)(iv)



Media and OIA requests

Official Information Act requests

Since the last SDEU to week ending 5 February 2025, you received 2 new requests for official information. Details of current requests are shown in the table below.

Requester	Topic	Approach	Due date to the Minister	Due date to Requester
s9(2)(a)	Request for all written advice provided to the Minister in the period 25 November 2024 to 10 January 2025	MO refinement with requester	12 February 2025	19 February 2025
	Request for 26 named reports sent to the Minister in November 2024	MSD collating documents in scope – 9 reports prioritised	21 February 2025	27 February 2025

Requester	Topic	Approach	Due date to the Minister	Due date to Requester
s9(2)(a)	Request for all documents sent from the Minister to Work and Income staff outlining new policies on benefit payments	Provide publicly available resources and 18(f) the balance	5 February 2025	13 February 2025
	Request for all SDEUs in the period 25 October 2024 to 7 December 2024	Provide SDEU's - all DCE offices to review.	24 January 2025	21 February 2025
	Copies of weekly reporting to Minister Upston as noted at MSD Annual Review Hearing	Provide relevant SDEU - all DCE offices to review	16 January 2025	21 February 2025
	All information relating to the 'More support to help people on benefit into work' announcement by Minister Upston	To provide documents in scope	31 January 2025	21 February 2025

s9(2)(a)	Copies of 7 reports provided to Minister for Social Development and Employment	Provide documents in scope, some redactions for free and frank advice and active consideration.	15 February 2025	26 February 2025
	All written advice provided to the Minister in the week of 18 November 2024	To assess documents	14 February 2025	10 March 2025
	All written advice provided to Minister Upston during the week 4 November 2024	To review documents	14 February 2025	10 March 2025
	All written advice provided to the Minister for week commencing 11 November 2024	To review documents	14 February 2025	10 March 2025

Social Media Highlights

We use our social media channels to let clients know how we can work with them on their journey to employment, as well as about changes to payments or programmes, client success stories, and to highlight the work of MSD staff. For many of the groups we serve, social media is their preferred method of communication.

Below are some of our top-performing posts between 20 January – 31 January 2025.

A day in the life of a work broker with Sophie



Ever wondered how MSD helps to connect people looking for jobs or training with the right employers?

Check out a day in the life of an MSD Work Broker with Sophie to find out about her role in supporting people into work.



... We reached over 3,960 people with a video on LinkedIn featuring Auckland Work Broker Sophie. The video highlights the role work brokers play in supporting our clients into employment.

The video received 84 reactions, eight comments and was shared three times.

Ghulam's success from student to apprentice

MSD Ministry of Social Development NZ 8m · ...

Ghulam is one step closer to his goal of becoming a qualified carpenter with his latest role as a builder's assistant with NZ Interior Labour.

After completing his Level 3 Carpentry course, Ghulam got in touch with MSD to help him find a job where he could get practical training to progress towards his goal.

Ravi, an Auckland MSD Work Broker, helped Ghulam to find the role with NZ Interior Labour, where he could gain valuable practical experience working as an apprentice.

Ghulam is continuing his studies with support from MSD and appreciates his on-the-job training.

"Every day I'm learning something new. I learn things that you don't learn inside the classroom. It's completely different when you're in a real job, the more you do it, the better and faster you get."

John McGlynn, Director of NZ Interior Labour, has found other employees through MSD and has been impressed with the people who have joined his team, including Ghulam.

"Ghulam is excellent: we're very happy with him and his attitude to work is great too", says John.

Pictured: Ghulam (left) takes a break from doing a bathroom installation and is standing with John, Director of NZ Interior Labour.



We reached over 8,100 people with a post on Facebook about Ghulam, a client who is one step closer to becoming a qualified carpenter.

A local work broker helped him to find a role as a builder's assistant while he continues his carpentry course.

The post received 373 reactions, 27 comments, and was shared seven times.

Braeden's success at a puna reo in Kaikōura

MSD Ministry of Social Development NZ 20m · ...

From working on a deep-sea fishing vessel to working with young tamariki, Braeden's career has changed significantly since a medical issue saw him unable to return to the sea.

After attending his first Kōrero Mahi seminar at his local Work and Income service centre late last year, Braeden opened up to Lester, a local Work Broker, about his desire to grow his te reo Māori.

He didn't realise he would find a job opportunity where he could do just that the following day. As a teacher aide at the Puna Reo early childhood centre in Kaikōura, he's enrolled for further te reo Māori study this year.

Kahurangi Stone, the Centre Manager for Puna Reo, says: "Our kaiako [teachers] are all at different stages in their own learning journey. Braeden has slotted right in so naturally and comfortably".

Braeden said having to apply for a benefit wasn't something he wanted to do but he was struggling to find work himself.

If you need help with finding or getting ready for a job, we can help.

Find out more on the Work and Income website:

<https://www.workandincome.govt.nz/work/index.html>

Download the descriptive transcript here: <https://www.msd.govt.nz/.../braeden-success-kaikoura-puna...>



We reached over 29,000 people with a video on Facebook about Braeden, a client who was able to transition to a new career after a medical issue left him unable to return to his previous job working on a deep-sea fishing vessel.

He was able to connect with a local Work Broker after attending his first Kōrero Mahi seminar at the local Work and Income service centre in Kaikōura. The Work Broker was able to help him find work as a teacher aide at a puna reo early childhood centre in Kaikoura. A puna reo is an early childhood education centre that focuses on learning te reo Māori and tikanga.

The Facebook post received 312 reactions, 16 comments and was shared once.

Help with housing costs to stay in your current home

MSD Ministry of Social Development NZ •
January 28 at 10:00 AM •

If you are on a benefit or low income, we may be able to help you with housing costs. We want to help you stay in your current home if we can.

We may be able to help you with ongoing costs like rent or board.

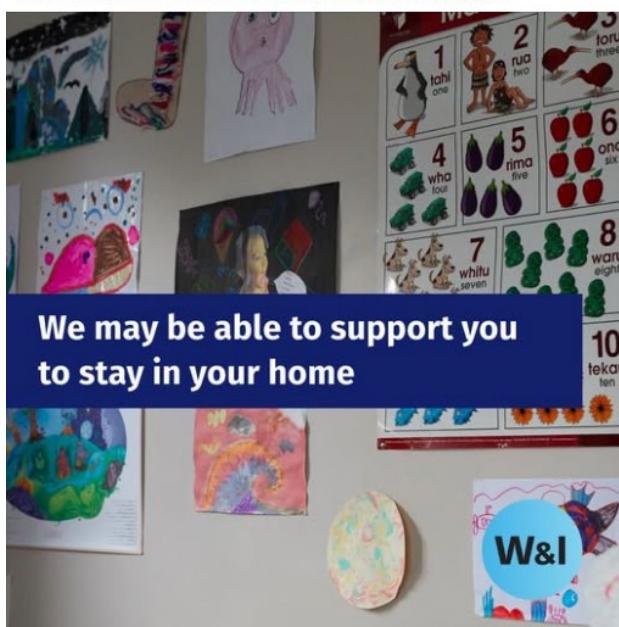
We may also be able to help with one-off costs if:

- if you're behind on your rent or other accommodation costs, and haven't been able to make an arrangement with your landlord or head tenant
- you've had to spend your rent or board money on other bills
- you have urgent or unexpected costs that make it harder for you to pay rent or your accommodation costs.

You may need to pay the money back. Income and asset limits apply.

Find out more on the Work and Income website: <https://www.workandincome.govt.nz/.../live-in.../index.html>

You can also check what you may be able to get here: <https://check.msd.govt.nz/>



...

We reached over 16,149 people with a post on Facebook about support to help people stay in their current home.

The post is aimed at people on a benefit or on a low income, and shares housing support options with ongoing costs like rent/board and one-off costs.

The post has received 38 reactions, 79 comments, and was shared 14 times.

Responsible DCE: Melissa Gill, Organisational Assurance and Communication

Cabinet Papers and Report Planner

The following are your papers to be considered in the upcoming months.

Cabinet Committee	Title	Branch	Date
LEG	2025 Annual General Adjustment – Regulatory Amendments	Policy	20 February 2025
SOU	Expanding legislative authority for Automated Decision-Making in the Welfare System	Policy	5 March 2025
SOU	Amendments to the eligibility settings for periodic tenancy reviews for social housing tenants	Policy	5 March 2025
SOU	Excluding Flexible Childcare Assistance and Training Incentive Allowance from Youth Money Management	Policy	26 March 2025
LEG	Social Security (Accommodation Supplement and Income-Related Rent) Legislative Amendment Bill: Approval for Introduction	Policy	10 April 2025

Publications Pipeline

Upcoming Pipeline

The following publications have been completed and will be published on MSD's website.

Title	Description	Publication date
When parental aspirations aren't enough: An exploration of the importance of parental aspirations in the socioeconomic gradient in child outcomes (Motu)	This research found little evidence that parental aspirations are an important driver explaining disparities in child outcomes for children from low socioeconomic backgrounds.	2025 (TBC)
EA effectiveness report for 2022/23 financial year	This annual report updates the effectiveness results of MSD-funded employment assistance interventions for 2022/23. The analysis evaluates the impact of the interventions on participants' outcomes and assigns an effectiveness rating to each employment programme. The report summarizes these ratings based on the level of expenditure in each category from effective through to not feasible to evaluate.	First quarter of 2025 (TBC)
Findings from the 2022 New Zealand Income Support Survey	The 2022 New Zealand Income Support Survey (NZISS) interviewed 1,852 people on low- and middle-incomes who appeared eligible for income support payments from MSD or Inland Revenue, in order to provide information on how the income support system helps low- and middle-income New Zealand families [REP/24/5/436 refers].	2025 (TBC)

Upcoming Reports

The following are reports to be considered in the upcoming months set out in order of your priorities.

Title	Description	Due Date	Business Unit
<i>Priority 1: Getting people into employment and lifting economic outcomes</i>			
Labour market mobility tool: approval of welfare programme	Report seeking approval of the Welfare Programme to establish the new labour mobility tool	17 February 2025	Policy
Employment Investment Strategy 2025-2028: Final Strategy	The strategy needs to be finalised in time to inform purchase planning in March 2025.	26 February 2025	Strategy & Insights
<i>Priority 2: Welfare that Works and Reducing Benefit Dependency</i>			
Draft Select Committee Departmental Report for the Social Security Amendment Bill	Seeks your review of the draft Departmental Report to the Social Services Select Committee on the Social Security Amendment Bill	26 February 2025	Policy
<i>Priority 4: Other</i>			
<i>Corporate accountability</i>			
Crown entity annual reports	This report provides you with monitoring advice on the Crown entities' performance for 2023/24 based on their Annual Reports.	12 February 2025	Strategy & Insights
Crown entity performance for quarter one 2024/25	This report provides you with monitoring advice on the Crown entities' performance the first quarter of 2024/25.	26 February 2025	Strategy & Insights
MSD Quarter Two Performance Report 2024/25	This report provides you with a summary of how MSD performed in the second quarter of 2024/25.	March 2025 (TBC)	Strategy & Insights

Income support

2025 Annual General Adjustment - Regulatory Amendments	Seeks Cabinet approval to various regulation amendments to give effect to increasing rates from 1 April 2025.	10 February 2025	Policy
2025 Annual General Adjustment - Welfare Programme Amendments	Seeks your approval to Welfare Programme amendments to give effect to increasing rates from 1 April 2025.	18 February 2025	Policy

Regional and Communities

Strengthening welfare leadership in emergencies	This paper outlines issues and opportunities with the current leadership arrangements for the welfare function in emergencies.	19 February 2025	Policy
Advice on the interim Temporary Accommodation Assistance Programme and considerations for future emergencies	This briefing will provide you with advice on the interim Temporary Accommodation Assistance Programme which is due to expire in June 2025 and the next steps for how to support similarly displaced homeowners in future emergencies.	19 February 2025	Policy

Welfare System

s9(2)(f)(iv)

Housing support

s9(2)(f)(iv)

s9(2)(f)(iv)

Priority One for Social Housing: 12-month report back	Provides an update on the establishment of the priority one fast track for social housing for families with children who have been in emergency housing for 12 weeks or more. This will include further advice on excluding people from priority one who have been in a Kainga Ora tenancy that has been terminated.	31 March 2025	Policy
<i>Family and Sexual Violence</i>			
Report back on the implementation of Budget 2022 family violence prevention initiatives	This is a report back on the Ministry of Social Development's implementation of Budget 2022 family violence prevention funding.	14 February 2025	Māori Community's and Partnerships
<i>International</i>			

*Seniors***Upgrading the SGC -
Med-term options**

Following the Ministers agreement to upgrade the SGC, in May they agreed for officials to provide them with further information on the medium-term options to upgrade the card. This report will provide the Ministers information to support their decision.

26 March
2025

Policy

s9(2)(a)

Social Development and Employment Update

Week ending Friday 14 February 2025



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

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s9(2)(ba)(i)	

*Front cover photo: s9(2)(a) with one of the awards that she won upon completion of her time at
Titiro Whakamua Teen Parent Unit*



Tele'a Andrews
Director, Office of the Chief Executive

Industry Partnerships

Opening of Te Pahitaua o Irapeke Kainga Māori – Whakatane

Lead: Jayne Russell, Group General Manager Client Service Delivery

Hon Tama Potaka has been invited to attend the opening of Te Pahitaua o Irapeke Kainga Māori in Whakatane by Ngāti Awa in March 2025. The opening will formally open and bless the homes, launch the Ngāti Awa and MSD Industry Partnerships social procurement employment programme aligned to housing and other projects, and share the integrated service delivery of Te Tohu o Te Ora o Ngāti Awa at the main service hub for the organisation near the papakainga.

The social procurement approach Ngāti Awa is implementing mirrors the Ngā Puna Pūkenga model established in partnership with Auckland Council and is the foundation programme of its type with iwi. An invite will be extended to you when the dates are confirmed, and we will work with your office around your available.

Responsible DCE: George Van Ooyen, Acting DCE Service Delivery

Partnerships and Programmes

Limited-Service Volunteer of the year

Lead: Karen Hocking, Group General Manager System Performance and Improvement

s9(2)(a)

The New Zealand Defence Force Limited-Service Volunteer (LSV) of the Year for 2024 has been awarded to s9(2)(a) of Ōtaki. The award recognises the achievements of an LSV graduate who has demonstrated exceptional dedication, self-discipline, and initiative during the course and in their endeavours following it.

Since graduating from Burnham Military Camp in July 2023, s9(2)(a) has demonstrated his ability to engage in employment, as well as continuing his journey of personal growth. To those around him, he has become a role model.

Before joining the LSV programme, s9(2)(a) had been receiving Jobseeker Support for five years, and was at risk of remaining a long-term beneficiary. He struggled with addiction and a range of other challenges. s9(2)(a) was living a life where he was disconnected from his whānau, his child and his culture, with little hope for the future.

s9(2)(a) receiving the New Zealand Defence Force LSV of the Year Award for 2024

s9(2)(a) was accepted on to an LSV course just before his 24th birthday and while he was initially reserved, his confidence quickly grew. The LSV experience offered a

sense of security, which was achieved through guidance and support from LSV staff and his fellow trainees.

Three days after graduating, s9(2)(a) told his Work and Income Case Manager in Nelson how his experience at LSV had changed his life, giving him both the desire and the confidence to consciously move in a different direction.

While working to live free from addiction, s9(2)(a) reconnected with his whānau, moving locations to establish stable accommodation. This allowed him to take an active part in his son's life, while he continued to actively manage his overall wellbeing.

Using the skills and values gained from the LSV course, s9(2)(a) applied for and was offered several jobs. s9(2)(a) chose to accept a full-time role with Te Wānanga o Raukawa in Ōtaki as a Waste Management Officer, while also enrolling in Poupou Huia Te Reo (level 4) classes. One of his biggest achievements was to obtain full custody of his son.

From January 2024 to December 2024, 810 trainees attended LSV courses across the country and 579 graduated the programme.

Responsible DCE: George Van Ooyen, Acting DCE Service Delivery

Youth

On course for a job and an independent future

Lead: Josie Smiler, Acting Group General Manager, Client Service Support

s9(2)(a) had attended eight different schools by the age of 15. She'd been diagnosed with ADHD, had behaviour and anger issues, and had been bullied. Her homelife was also challenging. When she was referred to Youth Service provider, Motivationz, in Christchurch to enrol in the NEET service she had a lot of barriers to overcome.

Her severe social anxiety meant she couldn't attend mainstream school and she frequently had panic attacks. She struggled with self-confidence and found it difficult to trust others.

Her youth coach supported her by focussing on social and life skills and providing sessions with a wellness coach to help her develop coping strategies. With this support she successfully completed a Level 2 foundation course at New Zealand Management Academies (NZMA) and excelled in a Level 3 hospitality course – finishing the year top of the class and with a perfect attendance record. She's now managing the café at her course.

As well as academic success, while in Youth Service she'd been supported to get her learner driver licence and start a part-time job at Te Kohanga Reo O Rangiora as a teacher aide to help financially at home.

Her youth coach said, '*s9(2)(a) has been flourishing at work. She's now enjoying interacting with children and their parents as well as collaborating with colleagues – both things that she once thought were impossible. She's now making plans for the*

future, by being enrolled at New Zealand Institute of Sport to complete her Level 5 certificate to become a Personal Trainer".

Motivationz is a Youth Service NEET provider that works with 130 young people aged 16-17 who are not in education, employment, or training. As of 31 December 2024, 76% of Motivationz clients are not on a benefit three months after exiting the service. 72% of their clients are in full-time education. From our most recent client satisfaction survey 100% of clients are positive about the support they get from Motivationz.

'Honour herself, honour her child' – teen mothers thrive at Titiro Whakamua Teen Parent Unit

Lead: Josie Smiler, Acting Group General Manager, Client Service Support

Lower Hutt based Youth Service provider, Vibe, supports seven young people aged 16-19 who have children or are pregnant and attend the Titiro Whakamua Teen Parent Unit (TPU). At the end of each year, the unit holds an awards night to celebrate the young parents' successes. **s9(2)(a)**, two of the young mothers with the TPU, achieved great things in 2024.

In 2022, when **s9(2)(a)** had her son, she didn't have any NCEA qualifications. After initially being weary of returning to education, her youth coach supported her to start with the TPU at the beginning of 2024. By the end of the year, she had gained NCEA Level 1, received four awards and obtained two scholarships. **s9(2)(a)** has now finished her time at the TPU and is enrolled in a Level Three Beauty therapy course at WelTec.

s9(2)(a) left school at 14 when she had her daughter. Now 16, with the support of her youth coach, she is enrolled in Youth Service and has started back in education through Titiro Whakamua TPU – no small feat after two years out of education. **s9(2)(a)** is now working towards achieving NCEA Level 1 **s9(2)(a)**

About Vibe's young parent supports

Vibe is a Youth Service provider based in Lower Hutt who currently supports 25 young parents receiving Young Parent Payment and 3 young parent partners. They have teamed up with the MSD Wellington Youth Service team and regularly hold parenting courses on site for the young parents they work with. 81% of these young people have completed the parenting course which is reflected in the high proportion of young parents whose children are up to date with their Well Child checks (100%) and enrolled with a Primary Health Organisation (96%).

If there is suitable availability in a TPU, youth coaches support young parents into the units around the time their youngest child is six months old. Youth coaches also help single young parents apply for Training Incentive Allowance to cover the costs of services and items provided by the TPU like transport, childcare, and school equipment.

Responsible DCE: George Van Ooyen, Acting DCE Service Delivery

Family and Sexual Violence

Sexual violence services procurement – Sexual Harm Crisis Support and Court Support services

Lead: Mark Henderson, General Manager Safe Strong Families and Communities

In the 6 December 2024 SDEU, we advised that we would communicate our intention to direct source providers to deliver Male Survivors and Sexual Abuse, Harmful Sexual Behaviour and Concerning Sexual Ideation services.

From 17 February 2025, we will be communicating our intention to offer 18-month contract extensions (from 1 July 2025 – 30 December 2026) to existing providers delivering Sexual Harm Crisis Support (SHCSS) and Court Support services, while we undertake an open (competitive) procurement. Further details on the funding allocation for SHCSS will be made available to the sector in May.

We will continue to keep you informed as procurement across our sexual violence services are progressed.

Responsible DCE: Mārama Edwards, Māori Communities and Partnerships

Disability and Carers

Disability Business Enterprise Services contract renewals

Lead: Rebecca Brew-Harper, General Manager Service and Contracts Management

MSD have 14 agreements with Disability Business Enterprises which end 30 June 2025. Business Enterprises primarily employ disabled people, with many of these employees on a Minimum Wage Exemption Permit (MWEP).

These agreements are a funding contribution to the support and supervision of the disabled employees. We are extending these agreements for up to four years, until 30 June 2029 with no changes to services or funding.

However, we are taking the opportunity of the contract extension to better understand the flow-on impact that Business Enterprises have with open market employment of disabled people. We are looking to include a contract reporting measure around the number of people who are employed at their Business Enterprise who move into open labour market employment opportunities. This information will help us to be better informed on the long-term shape and approach of supports for disabled people in employment.

Very High Needs Outreach Review

Lead: Rebecca Brew-Harper, General Manager Service and Contracts Management

MSD is currently undertaking a review of our Very High Needs (VHN) service to understand the extent and nature of VHN outreach model(s) used by some Providers and the policies and procedures that have been put in place to support this delivery model.

VHN service funds providers to support people to participate in their community when they face barriers or require support to engage in community activities including employment preparation and training. The VHN service is only available to people assessed as Very High Needs through the Ongoing Resourcing Scheme (ORS) while at school.

We have engaged KPMG to undertake the review and it will be completed in May 2025. On completion, we will update you on the review and next steps.

Responsible DCE: Mārama Edwards, Māori Communities and Partnerships

Media and OIA requests

Official Information Act requests

Since the last SDEU to week ending 14 February 2025, you received 2 new requests for official information. Details of current requests are shown in the table below.

New Requests				
Requester	Topic	Approach	Due date to the Minister	Due date to Requester
s9(2)(a)	Request for all advice relating to the Traffic Light System from October 2024 to present	TBC	25 February 2025	4 March 2025

Existing Requests				
Requester	Topic	Approach	Due date to the Minister	Due date to Requester
s9(2)(a)	Information on Ministerial correspondence and Min OIAs provided to Minister Upston's Office	Provide numbers for pt 1	10 January 2025	17 January 2025
	Request for all documents sent from the Minister to Work and Income staff outlining new policies on benefit payments	Provide publicly available resources and 18(f) the balance	5 February 2025	13 February 2025
	Request for all written advice provided to the Minister in the period 25 November 2024 to 10 January 2025	MO to attempt refinement with requester	12 February 2025	19 February 2025
	Request for all SDEUs in the period 25 October 2024 to 7 December 2024	Provide SDEU's - all DCE offices to review.	24 January 2025	21 February 2025

s9(2)(a)	Copies of weekly reporting to Minister Upston as noted at MSD Annual Review Hearing	Provide relevant SDEU - all DCE offices to review	16 January 2025	21 February 2025
	All information relating to the 'More support to help people on benefit into work' announcement by Minister Upston	To provide documents in scope	31 January 2025	21 February 2025
	Copies of 7 reports provided to Minister for Social Development and Employment	Provide documents in scope, some redactions for free and frank advice and active consideration.	19 February 2025	26 February 2025
	Request for 26 named reports sent to the Minister in November 2024	MO confirming scope, waiting for confirmation	21 February 2025	27 February 2025
	All written advice provided to Minister Upston during the week 4 November 2024	To review documents	14 February 2025	10 March 2025
	All written advice provided to the Minister for week commencing 11 November 2024	To review documents	14 February 2025	10 March 2025
	All written advice provided to the Minister in the week of 18 November 2024	To assess documents	14 February 2025	10 March 2025

Social Media Highlights

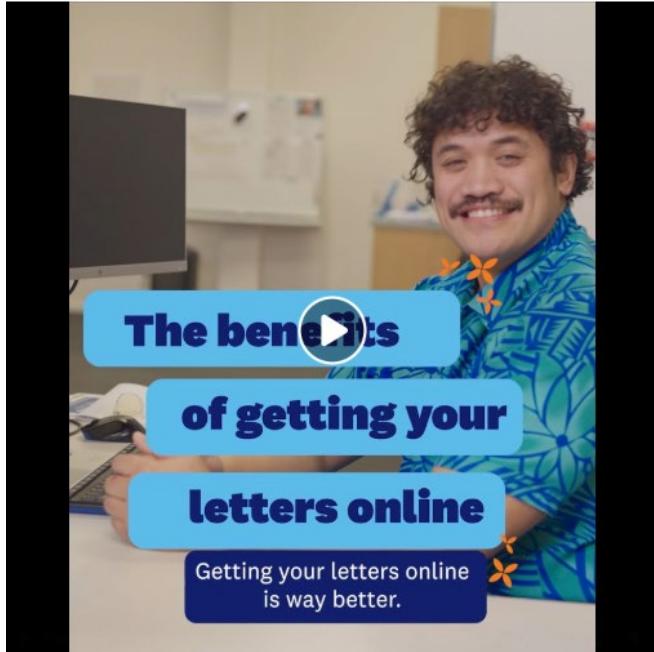
We use our social media channels to let clients know how we can work with them on their journey to employment, as well as about changes to payments or programmes, client success stories, and to highlight the work of MSD staff. For many of the groups we serve, social media is their preferred method of communication.

Below are some of our top-performing posts between 3 February – 7 February 2025.

Get your letters faster in MyMSD

MSD Ministry of Social Development NZ • 3h

No need to wait for the post - get your letters from us faster with MyMSD. 
Reading your letters online makes it easier to stay up to date with changes and things you might need to do for your payments. It's more secure, and you don't have to pay for data in MyMSD*.
It's easy to set up. Just go to 'My letters' in MyMSD, and choose 'Stop sending my letters by post': <https://my.msd.govt.nz/>
Confirm your email address to get email notifications when you have a new letter from us.
* You can use MyMSD for little or no cost on your cell phone if you're on Spark, One NZ, 2degrees or Skinny mobile networks.



...
We reached over 6,100 people with a video on Facebook about getting letters in MyMSD.

The video encourages Work and Income clients to access their letters from us online via MyMSD instead of relying on letters through the post.

The Facebook post received 22 reactions, seven comments and was shared once.

Waitangi Day 2025



Ministry of Social Development (MSD)
57,330 followers
5d •

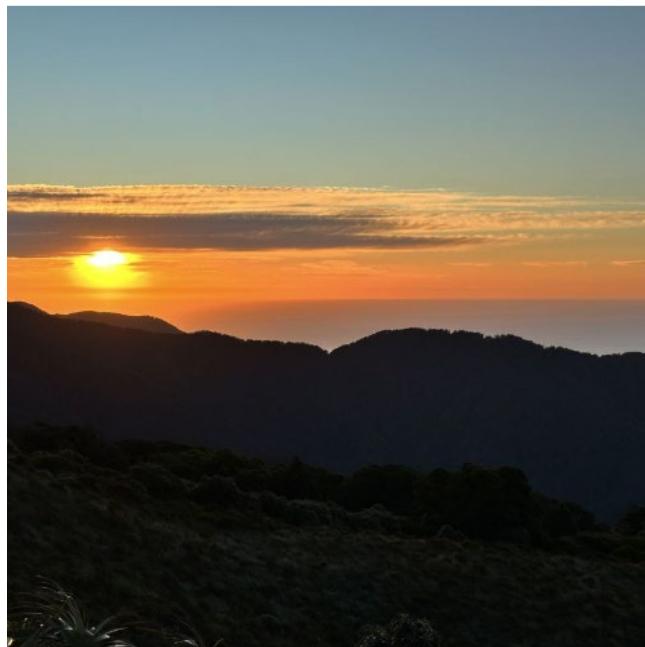
Ka huri te kei o te waka ki te pae tawhiti
Kia hoe ngātahi ki te pae tata
Ki te whai ao ki te ao mārama

The waka turns towards the distant horizon
Let us make headway and paddle as one
Through the glimmer of dawn to the break of day

Waitangi Day is an opportunity to reset, refocus and think about current and future aspirations, and pathways for achieving those.

This year's theme is manaakitanga (hospitality) and kotahitanga (unity), Waitangi Day is a time to honour these values.

If you are in Paihia this week, the Waitangi Festival is on till Waitangi Day on 6 February. Check out the festival programme here: <https://lnkd.in/gbB2xDu>



We reached over 1,600 people on LinkedIn and over 890 people on Facebook with a post acknowledging Waitangi Day.

On LinkedIn, the post has received 37 reactions and was shared twice.

Responsible DCE: Melissa Gill, Organisational Assurance and Communication

Cabinet Papers and Report Planner

The following are your papers to be considered in the upcoming months.

Cabinet Committee	Title	Branch	Date
SOU	Update on key findings from the Independent Children's Monitor's latest report on compliance with the Oranga Tamariki (National Care Standards and Related Matters) Regulations 2018	Policy	19 February 2025
LEG	2025 Annual General Adjustment – Regulatory Amendments	Policy	20 February 2025
SOU	Oral item: changes to Cabinet decisions - Recognising housing contributions from all boarders	Policy	26 February 2025
SOU	Expanding legislative authority for Automated Decision-Making in the Welfare System	Policy	5 March 2025
SOU	Amendments to the eligibility settings for periodic tenancy reviews for social housing tenants	Policy	5 March 2025
APH	Social Workers Registration Board: Appointment	Strategy & Insights	1 April 2025 (TBC)
APH	Student Allowance Appeal Authority: Appointment	Strategy & Insights	1 April 2025 (TBC)
SOU	Excluding Flexible Childcare Assistance and Training Incentive Allowance from Youth Money Management	Policy	2 April 2025
LEG	Social Security (Accommodation Supplement and Income-Related Rent) Legislative Amendment Bill: Approval for Introduction	Policy	10 April 2025
LEG	Adjustment to the Residential Care Subsidy as part of the Annual General Adjustment 2025	Policy	22 May 2025 (TBC)

Publications Pipeline

Upcoming Pipeline

The following publications have been completed and will be published on MSD's website.

Title	Description	Publication date
Findings from the 2022 New Zealand Income Support Survey	<p>The 2022 New Zealand Income Support Survey (NZISS) interviewed 1,852 people on low- and middle-incomes who appeared eligible for income support payments from MSD or Inland Revenue, in order to provide information on how the income support system helps low- and middle-income New Zealand families [REP/24/5/436 refers].</p>	March 2025 (TBC)
Benefit System Performance Report 2024	<p>This report (formerly referred to as the 'actuarial report') brings together evidence from a range of sources, including actuarial estimates, to help understand the performance of the benefit system, including long-term implications and opportunities and risks. It builds on the earlier analysis on the benefit system using the 2023 Social Outcomes Model.</p>	April 2025 (TBC)
EA effectiveness report for 2022/23 financial year	<p>This annual report updates the effectiveness results of MSD-funded employment assistance interventions for 2022/23. The analysis evaluates the impact of the interventions on participants' outcomes and assigns an effectiveness rating to each employment programme. The report summarizes these ratings based on the level of expenditure in each category from effective through to not feasible to evaluate.</p>	First quarter of 2025 (TBC)
EA effectiveness report for 2023/24 financial year	<p>This annual report updates the effectiveness results of MSD-funded employment assistance interventions for 2023/24. The analysis evaluates the impact of the interventions on participants' outcomes and assigns an effectiveness rating to each employment programme. The report summarizes these ratings based on the level of expenditure in each category from effective through to not feasible to evaluate.</p>	First quarter of 2025 (TBC)

When parental aspirations aren't enough: An exploration of the importance of parental aspirations in the socioeconomic gradient in child outcomes (Motu)	This research found little evidence that parental aspirations are an important driver explaining disparities in child outcomes for children from low socioeconomic backgrounds.	2025 (TBC)
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Upcoming Reports

The following are reports to be considered in the upcoming months set out in order of your priorities.

Title	Description	Due Date	Business Unit
<i>Priority 1: Getting people into employment and lifting economic outcomes</i>			
Labour market mobility tool: approval of welfare programme	Report seeking approval of the Welfare Programme to establish the new labour mobility tool	17 February 2025	Policy
Employment Investment Strategy 2025-2028: Draft Strategy	This report contains the draft strategy for feedback and builds on previous decisions.	19 February 2025 (TBC)	Strategy & Insights
Employment Investment Strategy 2025-2028: Final Strategy	The strategy needs to be finalised in time to inform purchase planning in March 2025.	26 February 2025	Strategy & Insights
s9(2)(f)(iv)			
JS-HCD workstream: lessons learned from international health and disability benefits and comparisons	Background information on international comparisons and lessons learned, including ACC	26 February 2025	Policy

Priority 2: Welfare that Works and Reducing Benefit Dependency

Draft Select Committee Departmental Report for the Social Security Amendment Bill	Seeks your review of the draft Departmental Report to the Social Services Select Committee on the Social Security Amendment Bill	26 February 2025	Policy
Benefit System Performance Report	This report (formerly the 'actuarial report') provides you with a summary of how the benefit system has performed in 2024.	12 March 2025 (TBC)	Strategy & Insights

Priority 4: Other

Corporate accountability

Crown entity annual reports	This report provides you with monitoring advice on the Crown entities' performance for 2023/24 based on their Annual Reports.	19 February 2025	Strategy & Insights
Review of existing Vote Social Development Estimates 2025 performance information	This report provides you with an opportunity to give feedback on the existing non-financial Estimates performance information across Vote SD for the Supplementary Estimates 2024/25 and the Estimates of Appropriations 2025/26.	26 February 2025	Strategy & Insights

Social Workers Registration Board and Student Allowance Appeal Authority: recommended candidates for appointment	This report provides you with advice on recommended candidates for appointment to the SWRB and SAAA following interviews.	26 February 2025	Strategy & Insights
Crown entity performance for quarter one 2024/25	This report provides you with monitoring advice on the Crown entities' performance the first quarter of 2024/25.	26 February 2025	Strategy & Insights

Independent Children's Monitor Board Appointments and shortlisting advice	This report provides you with proposed candidates for shortlisting for interview.	19 March 2025	Strategy & Insights
Children and Young People's Commission tagged contingency drawdown	This report to you and the Minister of Finance seeks decisions relating to the final drawdown of the Commission's tagged contingency.	26 March 2025	Strategy & Insights
Updated Statement of Intent and proposed Key Performance Indicators for your feedback	This report provides you with an opportunity to give feedback on MSD's updated SOI and proposed KPIs.	26 March 2025	Strategy & Insights
MSD Quarter Two Performance Report 2024/25	This report provides you with a summary of how MSD performed in the second quarter of 2024/25.	March 2025 (TBC)	Strategy & Insights
New Zealand Artificial Limb Service: Request to borrow capital through the Budget 2025 process	This report to you and the Minister of Finance contains advice on NZALS's request to borrow capital from the Crown to extend its Auckland premises.	March 2025 (TBC)	Strategy & Insights

Income support

2025 Annual General Adjustment - Regulatory Amendments	Seeks Cabinet approval to various regulation amendments to give effect to increasing rates from 1 April 2025.	14 February 2025	Policy
Options to improve how MSD charges income	Seeks your agreement to a preferred option for change	26 May 2025	Policy

Regional and Communities

Advice on the interim Temporary Accommodation Assistance Programme and considerations for future emergencies	This briefing will provide you with advice on the interim Temporary Accommodation Assistance Programme which is due to expire in June 2025 and the next steps for how to support similarly displaced homeowners in future emergencies.	19 February 2025	Policy
Strengthening welfare leadership in emergencies	This paper outlines issues and opportunities with the current leadership arrangements for the welfare function in emergencies.	19 February 2025	Policy

Housing support

s9(2)(f)(iv)

Priority One for Social Housing: 12-month report back	Provides an update on the establishment of the priority one fast track for social housing for families with children who have been in emergency housing for 12 weeks or more. This will include further advice on excluding people from priority one who have been in a Kainga Ora tenancy that has been terminated.	31 March 2025	Policy
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Family and Sexual Violence

Report back on the implementation of Budget 2022 family violence prevention initiatives	This is a report back on the Ministry of Social Development's implementation of Budget 2022 family violence prevention funding.	28 February 2025	Māori Community's and Partnerships
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International

s9(2)(g)(i)

Seniors

Upgrading the SGC - Med-term options	Following the Ministers agreement to upgrade the SGC, in May they agreed for officials to provide them with further information on the medium-term options to upgrade the card. This report will provide the Ministers information to support their decision.	26 March 2025	Policy
Supporting older people with compounding disadvantage – options to influence the updated Better	Consideration of options within the social development portfolio which could influence the upcoming update of the Better Later Life Action Plan.	April 2025 (TBC)	Policy

Later Life Action Plan			
Adjustment to the Residential Care Subsidy as part of the Annual General Adjustment 2025	Proposes annual changes to the Residential Care and Disability Support Services regulations to reflect changes in CPI.	15 May 2025	Policy

s9(2)(ba)(i)



Social Development and Employment Update

Week ending Friday 28 February 2025



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

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Front cover photo: Leslie's life-changing experience at the Limited Service Volunteer (LSV) programme led to a better sense of wellbeing and employment, along with a determination to join the Police.



Tele'a Andrews
Director, Office of the Chief Executive

Client Service Delivery

Driving into a bright future

Lead: Jayne Russell, Group General Manager, Client Service Delivery

s9(2)(a)



In February, 21-year-old s9(2)(a) began studying for a New Zealand Certificate in Automotive Engineering (Level 3) through UCOL Palmerston North with a Te Mataora - Māori Pasifika Trades Training (MPPT) scholarship.

Through a four-day Road to Success workshop at the Marton Work and Income Service Centre, Employment Liaison Advisor (ELA) Briar Hickling supported s9(2)(a) to apply for the UCOL programme and scholarship, which includes mentorship, pastoral care, and industry preparation.

s9(2)(a)



s9(2)(a) who had been on a Jobseeker benefit for two years had a vague idea of how to get into the automotive industry but wasn't sure of the steps involved. "They showed me how to get to the right point," he says of the support provided in the Road to Success workshop.

The UCOL scholarship, one of 92 awarded in its geographical area, is a weight off his shoulders. "I'm excited, happy, over the moon,".

Road to Success Workshops

Road to Success workshops were run across nine service centres in Taranaki King Country and Whanganui in 2024 with 75 clients attending, and more planned in March 2025.

The four-day workshops were targeted at clients aged 18-35 years who had been on a Jobseeker benefit for more than 12 months and were not being supported by a case manager, or those already in case management who might benefit from extra support.

Responsible DCE: Viv Rickard, Service Delivery

Employment

Eru's Journey: From Hardship to Leadership

Lead: Hugh Miller, Group General Manager, Employment

The Māori Trades and Training Fund (MTTF) supports projects that provide employment-based training and pastoral care to help disadvantaged Māori enter and succeed in the workforce.

Hustle Group, a whānau-owned hospitality business in Christchurch, is funded to deliver hands-on training and industry qualifications. Participants are employed from day one and placed in one of Hustle Group's venues, which include Joe's Wigram, Fush Restaurant, Tātou Tātou Catering & Café, The Waka food caravan, and Fush Bar at Christchurch Airport.

Hustle's programme provides tailored support, including training, mentorship, pastoral care, and wage subsidy for up to 12 weeks. Their focus on whānau and leadership development sets it apart, equipping participants with the skills and confidence to build careers.

Participant success

Eru* was born in a gang-affiliated environment, had past struggles with drug addiction and was dealing with a workplace injury that left him on ACC for two years.

Determined to make a change, Eru reached out to Hustle and was offered a job as a kitchen hand at Fush. Within two weeks, he relocated from Tauranga to Christchurch, found accommodation and quickly began excelling in his new job.

Despite the recent loss of his sister and becoming the legal guardian of his nephew, he has remained committed to his work, supported by the programme's structured and culturally responsive approach.

Now promoted to Duty Manager, Eru is financially stable, and fully sober from drugs and alcohol. He has also become the most complimented staff member at the airport Fush Bar.

Contracted between May 2023 and June 2025, Hustle Group has achieved 28 active enrolments and 28 employment outcomes. Overall, MTTF has achieved 917 enrolments and 499 employment outcomes in the current financial year to date.

**pseudonym used to protect identity*

Responsible DCE: Viv Rickard, Service Delivery

Employment supports

Out of School Care and Recreation Grants - Update on renewals, new procurement and funding model review

Lead: Rebecca Brew-Harper, General Manager Services and Contracts Management

The Out of School Care and Recreation (OSCAR) Grant Fund provides a contribution towards the operating costs of OSCAR providers. OSCAR services provide before and after school care, and school holiday programmes for children aged 5 – 13 years. MSD currently funds around 500 OSCAR providers at a cost of \$23.9 million per annum through the grants programme. This is in addition to OSCAR Subsidies paid to providers by MSD on behalf of eligible families. These supports reduce childcare barriers for some working parents and caregivers by ensuring there is a safe place for children to be cared for outside school hours.

MSD is currently in the process of renewing OSCAR grants for another 3 years to ensure a continuation of service which are currently due to end on 30 June 2025. Later this year, we will open a procurement round for new providers, sites and programmes.

Progress on the review of the OSCAR Grants contributory funding model continues as part of the Te Pae Tawhiti Kotahitanga Test and Learn. We have completed a round of engagement with our OSCAR Expert Advisory Group and are working to develop final recommendations. These recommendations and lessons will be used to improve other contributory funding models at MSD. We will provide a further update as each of these pieces of work progress.

Responsible DCE: Mārama Edwards, Māori Communities and Partnerships

Partnerships and Programmes

Leslie's LSV reset

Lead: Karen Hocking, Group General Manager, System Performance and Improvement

Last year, Whakatane local, Leslie, was feeling lost, jobless, and unsure what the future held for him. Today, he is fit, healthy and working in horticulture while he prepares to join the Police.

In September, after meeting with his case manager, Leslie did something he knew would change his situation – he signed up for the Limited Service Volunteer (LSV) programme.

"My life has been flipped on its head. LSV taught me to be okay", he said. "The course gave me the confidence to think about what I want my future to look like and the tools to go for it".

For Leslie, being given the honour of giving a graduation speech was a highlight.

Leslie talked about his life feeling messy before LSV and admitted he had been unfit, stressed and constantly worried about how to make ends meet when he wasn't working. He said he was proud to be marching out with improved fitness, a sense of wellbeing, lifelong friends and a job offer.

Between January and December 2024, 810 trainees attended LSV courses across the country. Of those, 57 were from Bay of Plenty. Applications are open for the 2025 intakes.

Responsible DCE: Viv Rickard, Service Delivery

Family Violence and Sexual Violence

Love Better - Summer campaign and Phase Two results

Lead: Mark Henderson, General Manager Safe Strong Families and Communities

Summer campaign and website

In the 13 December 2024 SDEU we advised we would be re-running material from Phase One 'Own the Feels' from 23 December until 28 February 2025. Our mid-way report shows over 1.3 million engagements with the summer campaign to date, supporting over 23,500 clicks through to the Love Better website. The website itself continues to perform well with over 57,000 visits since launch, including over 9,000 visits in one 24-hour period after the summer campaign started.

Phase Two evaluation

Phase Two, Love Creep, has been in market since 16 September. The first quarter quantitative results have shown the following high-level results:

- One in five recall seeing the campaign, with higher-than-average recall for those post-school age (23%), LGBTQ+ (29%) and Māori (26%)
- 75% of those who recall seeing the campaign feel positive about it, including that it:
 - helps to understand what controlling relationships look like
 - provides tools and encourages help-seeking
 - helps with inward self-reflection
 - challenges normalisation of controlling behaviour
 - helps people to recognise control in others
- 66% of people are now saying they would seek relationship help/advice.

In their own words

"I was unaware of how many types of control there are, and it was really informative how they included how the different types of controls may present themselves and look like/feel. It gave me clarity and reassurance on some things that I thought maybe I had been overthinking or overreacting about and helped me understand that actually they are controlling." – Female, 19, Pasifika/NZ European

"Going through this campaign has made me reflect on some of the things I say that can be considered controlling and I think that'll help my relationship for the better." – Male, 22, Māori/Pasifika

"The campaign does help build confidence in discussing controlling relationships and seeking help or advice. By presenting controlling behaviours in a straightforward and relatable way, it breaks down the stigma and confusion surrounding the topic. It also normalizes the conversation about control by framing it as a shared, relatable issue. It validates these experiences by illustrating that controlling relationships are not just personal failings or unique cases—they're patterns of behaviour that others may recognise and understand. This validation can encourage people to open up, realising they're not alone in experiencing or witnessing these dynamics." – Female, 20, Indian

Message received to the Love Better Instagram page:

Hey there! I just want to say you guys are awesome, and thank you for what you do! I was in a relationship with a narcissistic man 12 years older than me, but I really struggled to leave for 2 years. I saw your posters in one of the pubs I was at and looked it up, and I swear it was a sign that it was time to leave. I'm so grateful and happy now, and it's so cool that you bring these topics to light to talk about. Keep it up and thanks again 😊 xx

The first quantitative evaluation has also provided some interesting insights, including:

- The campaign is well-received, including the language, look, feel and content resonating with our audience
- The campaign stretches young people's knowledge, unlocking greater depth of understanding about complex and nuanced behaviour
- Young people are realising they are not alone in experiencing (or exhibiting) controlling behaviours
- Young people have also asked for practical steps to take to address the underlying cause of controlling behaviour.

Following this last insight shared above, we are developing some additional content for the Love Better website that has practical advice and guidance for young people (specifically aimed at young men) to support them to reflect on, and change, their behaviour. The cost of this will be met from within our existing Love Better budget.

Update on Tranche Two procurement of Te Huringa ō Te Ao – Supporting Men's Behaviour Change

Lead: Mark Henderson, General Manager Safe, Strong Families Communities

Te Huringa ō Te Ao (Te Huringa) is a service for all men harming and hurting their partners who realise it's time to change and want help. This service seeks to address family violence and restore whānau wellbeing, by supporting men to break the cycles of violence and continually challenging them to be safe and keep safe.

Te Huringa ō Te Ao is being procured in two tranches. The first tranche of procurement for services in the Auckland City, Waitematā, Counties Manukau, Bay of Plenty, Waikato and Wellington Police Districts was completed late 2023.

In the 14 June 2024 SDEU, we advised that the Registration of Interest for the second tranche of procurement for services in the Northland, Eastern, Central, Tasman, Canterbury and Southern Police Districts was live. Since this update, we have completed a two-stage evaluation process, with regional panels evaluating responses to the tender and making recommendations for funding. We are notifying respondents of the outcome of their submission on 27 and 28 February 2025.

In coming weeks we will provide you with a report detailing the outcomes of this tender process as well as an update on the service development progress of providers who were successful in the first tranche of procurement.

Responsible DCE: Mārama Edwards, Māori Communities and Partnerships

Disability and Carers

Community Participation Additional Places

Lead: Rebecca Brew-Harper, General Manager Service and Contracts Management

MSD-funded providers of Community Participation (CP) Services support people with disabilities and health conditions lasting longer than six months who require additional support with community participation and inclusion, and in some cases employment outcomes.

Each year \$3.6 million is allocated to purchase additional CP places from current providers. This helps to address demand pressure and allow more people to access the service.

We have recently notified current providers inviting them to apply for this funding and we aim to have updated contracts in place by 30 June 2025. Existing providers currently delivering above their contracted CP places, those with waitlists, and those able to begin delivering in FY2025 will be prioritised. We will provide you with an update at the conclusion of this work.

FY2025 onwards Care and Support Worker 3% Pay Equity Contribution

Lead: Rebecca Brew-Harper, General Manager Service and Contracts Management

In FY2024, MSD received and passed on a one off 3% pay equity contribution for Care and Support Workers to providers of the Community Participation, Very High Needs, Transition from School, Disability Allowance and Resettlement services.

MSD is now working to pass on a 3% contribution for Care and Support Workers for the lifetime of current contracts from FY2025 onwards sourced from baseline funding. This will bring the pay equity contribution for these services into alignment with other agencies and funders. Contract variations will be made prior to 30 June 2025 in coordination with the purchasing of additional Community Participation places where required (as set out in the SDEU update above).

Responsible DCE: Mārama Edwards, Māori Communities and Partnership

Organisational Assurance and Communication

Royal Commission of Inquiry Covid-19 Lessons

Lead: Anna Graham, General Manager, Ministerial and Executive Services

The Royal Commission of Inquiry into Covid-19 Lessons (the Inquiry) phase 1 report and recommendations were published in December 2024. The commentary about MSD is minor in comparison to others. MSD is noted as being involved in several workstreams considered success stories and acknowledgement is made of MSD for the complete overhaul in operating systems to provide support and services to New Zealand.

There is a handful of MSD-related recommendations made by the Inquiry in its phase 1 report. In line with the Government's public statements, MSD has aligned these recommendations with work already underway within MSD and will not be initiating any new initiatives (unless picked up in work underway) from the phase 1 recommendations prior to the publication of the Inquiry's phase 2 report.

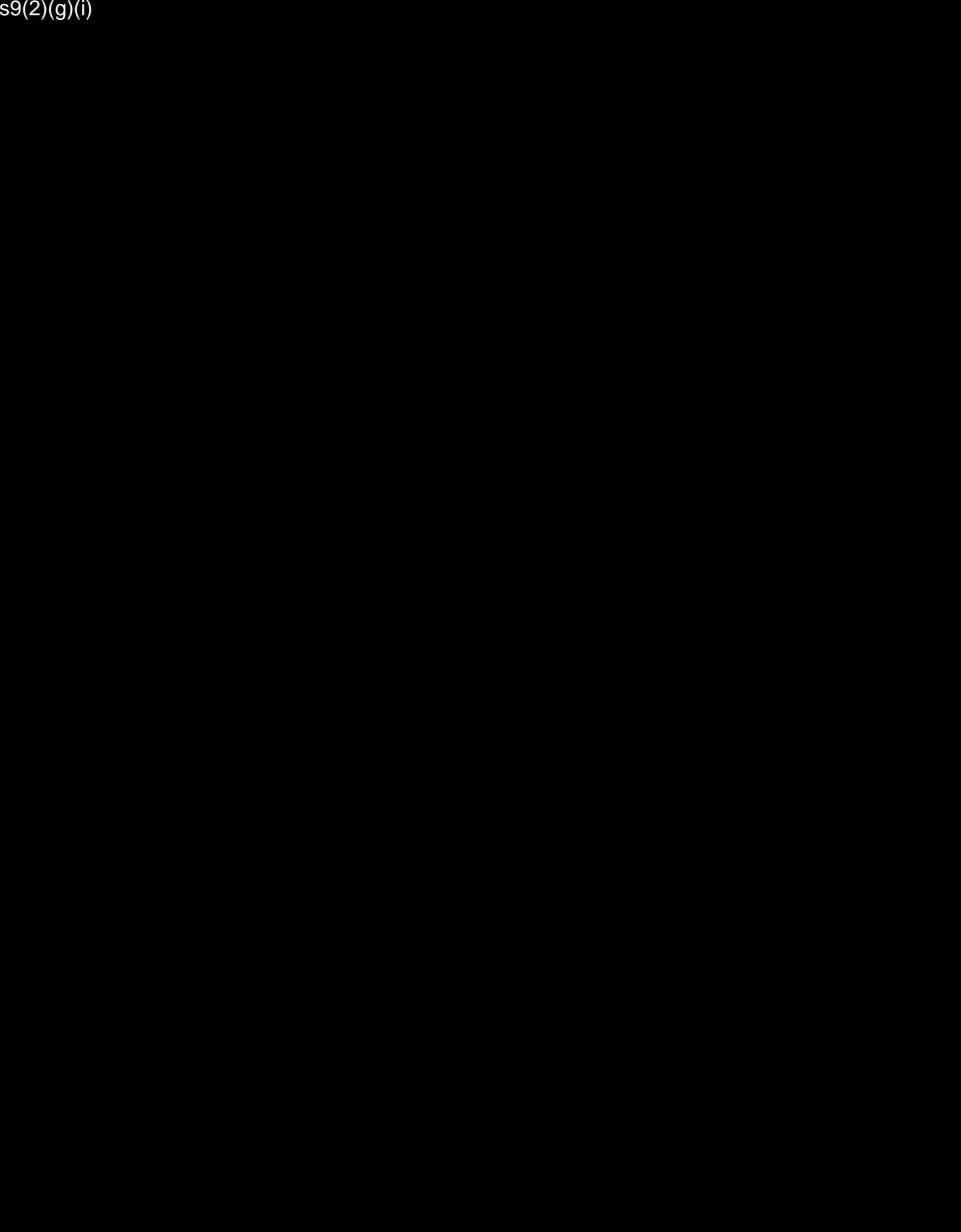
The second phase of the Inquiry, with a different scope, new commissioners, and an extended timeframe, has begun. MSD has received a section 20 order under the Inquiries Act 2013 requesting information in relation to government decisions. MSD has initially responded to the Inquiry indicating that information is held by MSD regarding one key decision of the Inquiry's order relating to lockdowns, specifically: "Decisions about the extent, delivery and overall cost of financial support provided in association with the imposition of Alert Levels 3 and 4 between 1 February 2021 and 2 December 2021." In accordance with the order, MSD will provide copies of the advice provided to decision makers on this by the due date of 7 March 2025.

MSD continues to be part of cross agency discussions in relation to the Inquiry.

The findings and recommendations of phase 1 and phase 2 will be included in the Royal Commission's final report due in February 2026.

Responsible DCE: Melissa Gill, Organisational Assurance and Communication

s9(2)(g)(i)



Strategy and Insights

Review of Vote Social Development Estimates 2025 performance information

Lead: Sean Maxwell, General Manager, Strategy, Investment and Organisational Performance

We have conducted our annual review of existing Estimates performance information as part of the Estimates 2025 process for Vote Social Development. This year's review has been targeted to:

- reviewing measures impacted by technical adjustments and operational changes throughout the year,
- addressing specific feedback from the Treasury, Audit New Zealand and the Office of the Auditor General on areas to improve, and
- making minor wording and grammar improvements to further improve clarity.

Last week your office facilitated a consultation process with other Ministers with responsibility for appropriations within the Vote. Ministers were given the opportunity to provide feedback on existing performance information within their appropriations only, as per standard practice.

On 26 February 2025 we provided your office with a report which provides you with an opportunity to give feedback on the existing non-financial performance information in the Vote. You are the Minister responsible for most of the appropriations in the Vote in your roles as Minister for Social Development and Employment, and Disability Issues. You also sign off on the Vote as the responsible Minister for MSD, the administering agency.

In April 2025, you will be asked to sign off on the final Estimates of Appropriations 2025/26 and the Supplementary Estimates 2024/25 on behalf of all appropriation Ministers.

As work on Budget 2025 is ongoing, any further impacts to performance information following your initial review through this report will be incorporated into the final documents.

We are also working on a new MSD Statement of Intent (SOI). This work will enable us to reflect your priorities and align our performance framework across key accountability and performance products.

In late March, we will provide you with MSD's updated SOI and proposed Key Performance Indicators for your feedback. These will incorporate content that covers Disability Support Services. In late May, we will provide you with the final MSD SOI for you to present to the House of Representatives.

Update on the Growing Up in New Zealand (GUINZ) longitudinal study

Lead: Paul Merwood, General Manager Performance and Reporting

In July 2024 we agreed a new contract with the University of Auckland to deliver the next phases of the Growing Up in New Zealand Longitudinal study (GUINZ). The main phases include data collections at ages 15 and 17, and progress towards linking GUINZ data in the Integrated Data Infrastructure (IDI).

The 15 Year data collection phase launched on 10 February 2025 with questionnaire links being emailed-out to parents/caregivers. The launch has received some media attention with Research Director Sarah-Jane Paine being interviewed by Newstalk ZB. Data collection activities for this phase will continue through to June 2025, with initial reporting on the number of completed questionnaires due to MSD in July and a completion report in late October 2025. Two 'Now We Are 15' snapshot reports are due to be published in February 2026.

One of your expectations of the continued funding of GUINZ was for the University to make progress in linking the GUINZ data with the IDI. This was drafted into the new contract and work is progressing well. The University established a joint Data Linkage Working Group last year with Statistics New Zealand and MSD to achieve this outcome. In April 2025 the University will lodge an application to the Health and Disability Ethics Committee to gain ethical approval to link the data, after which they will seek consent from the study participants. Data for those who consent will be shared with Statistics NZ in February 2026.

We can provide you with further updates on these deliverables as the work progresses.

Responsible DCE: Sacha O'Dea, Strategy and Insights

Media and OIA requests

Official Information Act requests

Since the last SDEU to week ending 28 February 2025, you received 1 new request for official information. Details of current requests are shown in the table below.

New Requests				
Requester	Topic	Approach	Due date to the Minister	Due date to Requester
s9(2)(a)	Request for 22 named reports	TBC (awaiting Business Units feedback)	7 March 2025	13- March 2025

Existing Requests				
Requester	Topic	Approach	Due date to the Minister	Due date to Requester
s9(2)(a)	Information on Ministerial correspondence and Min OIAs provided to Minister Upston's Office	Provide numbers for pt 1	10 January 2025	17 January 2025
	Request for all SDEUs in the period 25 October 2024 to 7 December 2024	Provide SDEU's - all DCE offices to review.	24 January 2025	21 February 2025
	Copies of weekly reporting to Minister Upston as noted at MSD Annual Review Hearing	Provide relevant SDEU - all DCE offices to review	16 January 2025	21 February 2025
	All information relating to the 'More support to help people on benefit into work' announcement by Minister Upston	To provide documents in scope	31 January 2025	21 February 2025

s9(2)(a)	Copies of 7 reports provided to Minister for Social Development and Employment	Provide documents in scope, some redactions for free and frank and active consideration.	19 February 2025	26 February 2025
	Request for 26 named reports sent to the Minister in November 2024	MO confirming scope, waiting for confirmation	21 February 2025	27 February 2025
	All written advice provided to Minister Upston during the week 4 November 2024	To grant in part	25 February 2025	10 March 2025
	Request for all written advice provided to the Minister in the period 25 November 2024 to 10 January 2025	Request refined to 11 reports - provide reports with relevant redactions	4 March 2025	11 March 2025
	Request for all advice relating to the Traffic Light System from October 2024 to present	To be confirmed	7 April 2025	16 May 2025

Social Media Highlights

We use our social media channels to let clients know how we can work with them on their journey to employment, as well as about changes to payments or programmes, client success stories, and to highlight the work of MSD staff. For many of the groups we serve, social media is their preferred method of communication.

Below are some of our top-performing posts between 10 – 21 February 2025.

Leslie's life after LSV (client success)

 Ministry of Social Development NZ [Follow](#) ...
1h · 

Last year, Whakatāne local Leslie was feeling lost, jobless, and unsure what the future held for him. Today, he is fit and healthy, and working in horticulture while he prepares to join the Police Force. 

In September, after meeting with his case manager, Leslie did something he knew would change his situation – he signed up for the six-week Limited Service Volunteer (LSV) programme. "Suddenly I was living and breathing military, wondering if I was in the right place!", he said. "By week three, I'd undergone a complete reset and didn't want to leave".

"My life has been flipped on its head. LSV taught me to be okay", he said. "The course gave me the confidence to think about what I want my future to look like and the tools to go for it".

For Leslie, being given the honour of giving a graduation speech at the end of the LSV course was a highlight.

During his speech, Leslie talked about his life feeling messy before LSV and admitted he was unfit, stressed, and constantly worried about how to make ends meet when he wasn't working. He told the group he was proud to be marching out with improved fitness, a sense of wellbeing, lifelong friends, and a job offer.

Keen for others to know of the positive impact LSV has on young people, Leslie says, "What have you got to lose? Just do it!".

The LSV programme is run by the NZ Defence Force in partnership with MSD. It provides young people who are not working, training or studying a chance to build their confidence, earn NZQA credits, and get ready for work. 

Find out more about LSV: <https://www.workandincome.govt.nz/.../limited.../index.html>



We reached over 47,000 people with a post on Facebook about Leslie (the young man featured on page 6).

Following the programme, he is working in horticulture while he prepares to join the New Zealand Police in the future.

The post gained a big and positive response, with people applauding Leslie and the changes he has made in his life. It had more than 700 reactions, 74 comments and was shared 23 times.

Mitch's success as a nature guide



Ministry of Social Development NZ [•](#)
6h ·

...

Mitch has landed a job where he can be out in native bush and share his love for conservation with local and international visitors to Rotorua.

The Zipline Nature Guide for [@Rotorua Canopy Tours](#) takes customers through an adventure course including ziplines, suspended swing bridges and cliff walks set in the ancient Mamaku Forest.

The former job seeker joined Canopy Tours early in 2024 and hasn't looked back.

"When we're in the bush we show people the different species of ferns and trees and try to impart some knowledge so they can understand what's around them and how precious it all is", he says.

Rotorua Canopy Tours worked with the local Work and Income team to bring Mitch on board.

According to Assistant Operations Manager, Natalie Pryor, Mitch is a great fit for the company. "Mitch is really good at teaching people about conservation and has excelled to be an amazing employee".

If you need support to get ready for a new job, check out <https://www.workandincome.govt.nz/.../get.../index.html>

If you're looking to hire people, check out <https://www.workandincome.govt.nz/employers/>

Download the descriptive transcript for this video <https://www.msd.govt.nz/.../mitch-success-rotorua-nature...>

We reached over 20,100 people on Facebook with a post about Mitch, a young client who found a job as a zipline nature guide in Rotorua with support from Work and Income.

The post received 98 reactions, 22 comments, and was shared five times.



Disability Support Services in-person consultation

 Have your say - Disability support services consultation
26m · 

Have your say about disability support services.

Register for Wellington region in-person workshops:

- Newtown Community Centre – 17 February, 10am-12.30pm
- Lower Hutt Events Centre – 18 February, 10am-12.30pm
- Pātaka, Porirua – 19 February, 10am-12.30pm

We're consulting on the essential disability services and supports that people may get after an assessment from a Needs Assessment and Service Co-ordination organisation, or an Enabling Good Lives site.

While everyone is welcome, we especially want to hear from people receiving these services and whānau, carers, and advocates.

There are also online options to take part.

Register for an in-person event: <https://www.disabilitysupport.govt.nz/.../in-person-events>

Find out more on the DSS website:
<https://www.disabilitysupport.govt.nz/consultation>

Image description: Light green square with a darker green DSS circular pattern in the top right corner. Larger black bold text says 'Have your say on disability support services'. In smaller font it says 'Community consultation in Wellington'. A green watermark for DSS and a black logo for MSD are at the bottom.



Have your say on disability support services

Community consultation in
Wellington

**Disability
Support Services**

 MINISTRY OF SOCIAL
DEVELOPMENT
TE MANĀTŪ WHAKAHIAITO ORA

DISABILITYSUPPORT.GOV.TZ

In person workshops | Disability Support Services

In addition to these sessions, several disabled people's organisations are runnin...

Learn more 

We reached over 19,500 people on Facebook with an ad about the Disability Support Services consultation that is underway.

The ad targeted people in the wider Wellington region to encourage registrations for in-person workshops as part of the consultation.

The ad was the first of a series to promote in-person events across the country.

The ad received 48 reactions, 31 comments and was shared 27 times.

Responsible DCE: Melissa Gill, Organisational Assurance and Communication

Cabinet Papers and Report Planner

The following are your papers to be considered in the upcoming months.

Cabinet Committee	Title	Branch	Date
SOU	Expanding legislative authority for Automated Decision-Making in the Welfare System	Policy	5 March 2025
SOU	Amendments to the eligibility settings for periodic tenancy reviews for social housing tenants	Policy	14 March 2025
APH	Social Workers Registration Board: Appointment	Strategy & Insights	1 April 2025 (TBC)
APH	Student Allowance Appeal Authority: Appointment	Strategy & Insights	1 April 2025 (TBC)
SOU	Excluding Flexible Childcare Assistance and Training Incentive Allowance from Youth Money Management	Policy	2 April 2025
LEG	Social Security (Accommodation Supplement and Income-Related Rent) Legislative Amendment Bill: Approval for Introduction	Policy	10 April 2025
LEG	Adjustment to the Residential Care Subsidy as part of the Annual General Adjustment 2025	Policy	22 May 2025 (TBC)

Publications Pipeline

Upcoming Pipeline

The following publications have been completed and will be published on MSD's website.

Title	Description	Publication date
Findings from the 2022 New Zealand Income Support Survey	The 2022 New Zealand Income Support Survey (NZISS) interviewed 1,852 people on low- and middle-incomes who appeared eligible for income support payments from MSD or Inland Revenue, in order to provide information on how the income support system helps low- and middle-income New Zealand families.	March 2025 (TBC)
Benefit System Performance Report 2024	This report (formerly referred to as the 'actuarial report') brings together evidence from a range of sources, including actuarial estimates, to help understand the performance of the benefit system, including long-term implications and opportunities and risks. It builds on the earlier analysis on the benefit system using the 2023 Social Outcomes Model.	April 2025 (TBC)
EA effectiveness report for 2022/23 financial year	This annual report updates the effectiveness results of MSD-funded employment assistance interventions for 2022/23. The analysis evaluates the impact of the interventions on participants' outcomes and assigns an effectiveness rating to each employment programme. The report summarizes these ratings based on the level of expenditure in each category from effective through to not feasible to evaluate.	First quarter of 2025 (TBC)
EA effectiveness report for 2023/24 financial year	This annual report updates the effectiveness results of MSD-funded employment assistance interventions for 2023/24. The analysis evaluates the impact of the interventions on participants' outcomes and assigns an effectiveness rating to each employment programme. The report summarizes these ratings based on the level of expenditure in each category from effective through to not feasible to evaluate.	First quarter of 2025 (TBC)

When parental aspirations aren't enough: An exploration of the importance of parental aspirations in the socioeconomic gradient in child outcomes (Motu)	This research found little evidence that parental aspirations are an important driver explaining disparities in child outcomes for children from low socioeconomic backgrounds.	2025 (TBC)
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Upcoming Reports

The following are reports to be considered in the upcoming months set out in order of your priorities.

Title	Description	Due Date	Business Unit
<i>Priority 1: Getting people into employment and lifting economic outcomes</i>			
Employment Investment Strategy 2025-2028: Final Strategy	The strategy needs to be finalised in time to inform purchase planning in March 2025.	March 2025 (TBC)	Strategy & Insights
<i>Priority 2: Welfare that Works and Reducing Benefit Dependency</i>			
Benefit System Performance Report	This report (formerly the 'actuarial report') provides you with a summary of how the benefit system has performed in 2024.	12 March 2025 (TBC)	Strategy & Insights
<i>Priority 4: Other</i>			
<i>Corporate accountability</i>			
Social Workers Registration Board recommended candidates for appointment	This report provides you with advice on a recommended candidates for appointment to the SWRB following interviews.	5 March 2025	Strategy & Insights
Student Allowance Appeal Authority: recommended candidate for appointment	This report provides you with advice on a recommended candidate for appointment to the SAAA following interviews.	5 March 2025	Strategy & Insights

MSD Quarter Two Performance Report 2024/25	This report provides you with a summary of how MSD performed in the second quarter of 2024/25.	11 March 2025	Strategy & Insights
Independent Children's Monitor Board Appointments and shortlisting advice	This report provides you with proposed candidates for shortlisting for interview.	19 March 2025	Strategy & Insights
Children and Young People's Commission tagged contingency drawdown	This report to you and the Minister of Finance seeks decisions relating to the final drawdown of the Commission's tagged contingency.	26 March 2025	Strategy & Insights
Updated Statement of Intent and proposed Key Performance Indicators for your feedback	This report provides you with an opportunity to give feedback on MSD's updated SOI and proposed KPIs.	26 March 2025	Strategy & Insights
<i>Income support</i>			
Options to improve how MSD charges income	Seeks your agreement to a preferred option for change	26 May 2025	Policy
<i>Housing support</i>			
s9(2)(f)(iv)			
Priority One for Social Housing: 12-month report back	Provides an update on the establishment of the priority one fast track for social housing for families with children who have been in emergency housing for 12 weeks or more. This will include further advice on excluding people from priority one who have been in a Kainga Ora tenancy that has been terminated.	31 March 2025	Policy

Family and Sexual Violence

Report back on the implementation of Budget 2022 family violence prevention initiatives	This is a report back on the Ministry of Social Development's implementation of Budget 2022 family violence prevention funding.	7 March 2025	Māori Communities and Partnerships
Services Supporting Men's Behaviour Change – Te Huringa o Te Ao	This report outlines our work on services Supporting Men's Behaviour Change – Te Huringa o Te Ao, including more detailed background and update on recent procurement process.	7 March 2025	Māori Communities and Partnerships

International

s9(2)(f)(iv)

Seniors

Upgrading the SGC - Med-term options	Following the Ministers agreement to upgrade the SGC, in May they agreed for officials to provide them with further information on the medium-term options to upgrade the card. This report will provide the Ministers information to support their decision.	26 March 2025	Policy
Supporting older people with compounding disadvantage – options to influence the updated Better Later Life Action Plan	Consideration of options within the social development portfolio which could influence the upcoming update of the Better Later Life Action Plan.	April 2025 (TBC)	Policy

Other

s9(2)(ba)(ii)

s9(2)(ba)(i)



Social Development and Employment Update

Week ending Friday 7 March 2025



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIAITO ORA

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s9(2)(ba)(i)	

Front cover photo: Kirstin Belton (left) with Jim Wallace who met years ago when Kirstin was a sole parent applying for support. Now, Kirstin is a case manager in Whanganui. Jim is retiring after 47 years at MSD.


 Tele'a Andrews
 Director, Office of the Chief Executive

Client Service Delivery

Wellington trades programme aims to get young people into further training

Lead: Jayne Russell, Group General Manager, Client Service Delivery

The Try-A-Trade programme in Wellington is celebrating its first anniversary and transforming the lives of young people.

This initiative between MSD Wellington Region, Weltec, and Te Āti Awa creates employment pathways for young people on benefit while allowing trainees to explore new careers through hands-on experience in seven different trades over seven weeks.

For many, it's their first step into tertiary education, offering them the chance to learn, grow and pursue new opportunities.

MSD funded \$270,000 to June 2025 to allow 30 Jobseeker Support recipients aged 18-24 who show an interest or passion to Try-A-Trade. Another 15 tried their hand at a sister programme, Try-A-Tech.

Nine of 14 graduates have now left Jobseeker Support into full-time study, continuing their education in the trades.

Responsible DCE: Viv Rickard, Service Delivery

Partnerships and Programmes

VR Training Partnership with Corrections

Lead: Jayne Russell, Group General Manager, Client Service Delivery

A virtual reality (VR) training partnership with Corrections in Auckland and Dunedin has made significant strides in upskilling individuals in preparation for employment. The programme has provided immersive, engaging learning experiences, equipping participants with Site Safe certifications and industry-recognised badges.

Key achievements include:

Auckland Prison and Auckland Region Women's Corrections Facility

- 57 Site Safe endorsements and 27 badges awarded since September 2024.
- Seven out of the 57 individuals who received Site Safe training have been placed into employment, with more placements expected throughout the year.

South Otago Community Corrections

- Over 40 participants trained since October 2024, gaining Site Safe Foundation passports.
- Engagement from individuals across different sentencing categories, including community work and life parole.

- Evidence of increased confidence and motivation, with participants feeling a sense of pride in their achievements.

The VR training has been transformative, offering an alternative to traditional classroom learning for those who don't thrive with traditional learning methods. It allows participants to gain essential qualifications at their own pace while developing digital literacy and work-ready skills. Corrections staff have found VR to be a valuable engagement tool, fostering a positive learning environment.

Beyond the corrections system, VR training has played a crucial role in upskilling job seekers across New Zealand. Between 1 July 2024 and 25 February 2025, 1,008 MSD clients completed Virtual Reality Site Safe Certificates, a key requirement for starting work in the construction and civil construction industries. Of those, 444 have moved into employment, with 376 transitioning off the main benefit and 68 securing part-time roles.

Responsible DCE: Viv Rickard, Service Delivery

Policy

Update on the 12-month review of changes to the Labour Market Test requirements under the Accredited Employer Work Visa

Lead: Harriet Miller, Manager, Labour Market Policy

On 4 December 2024 the Cabinet Economic Policy Committee agreed to changes to the Labour Market Test as part of the Accredited Employer Work Visa. The Labour Market Test changes will go live on 10 March 2025.

In practice, the changes to engagement with MSD that some employers must complete as part of a Job Check application will mean that Immigration New Zealand (INZ) will provide MSD with details of signed declarations for lower-skilled roles (ANZSCO level four and five). MSD will then check a sample (size to be determined) of employer declarations each month to check if the employers have engaged with MSD in good faith.¹ This information will be sent back to INZ. If it is found that an employer provided false and misleading information to INZ about their engagement with MSD this could result in the employer's accreditation being revoked.

¹ Acting in good faith means that employers are honest and genuine in recruiting any suitable New Zealand workers. The actions can vary depending on the situation.

In December, the Cabinet Economic Policy Committee also invited the Minister of Immigration, in consultation with you, to review the changes to the Labour Market Test after 12 months to ensure they are working as intended. To support MBIE to deliver this review, we agreed to provide you with advice before the changes go live on 10 March 2025.

Through operational design, ongoing since 4 December, we have identified the need for an initial testing period to refine the implementation process. We will now provide you with advice after the testing period has ended, by the end of the second quarter of 2025. This advice will include the information that will be collected and an overview of the operational changes and how MSD would determine whether the changes to the Labour Market Test are effective at placing job seekers into roles.

Responsible DCE: Simon MacPherson, Policy

Media and OIA requests

Official Information Act requests

Since the last SDEU to week ending 28 February 2025, you received three new requests for official information. Details of current requests are shown in the table below.

New Requests				
Requester	Topic	Approach	Due date to the Minister	Due date to Requester
s9(2)(a)	Request for the titles of all reports sent to the Minister for Social Development and Employment in January 2025	To be confirmed	14 March 2025	25 March 2025
	Request for 13 named reports	To maintain consistency with other active requests asking the same	14 March 2025	25 March 2025
	Request for advice and information provided to the Minister regarding the closure of Kinleith Mill	To be confirmed	19 March 2025	26 March 2025

Existing Requests

Requester	Topic	Approach	Due date to the Minister	Due date to Requester
s9(2)(a)	Copies of seven reports provided to Minister for Social Development and Employment	Provide documents in scope, some redactions for free and frank and active consideration	19 February 2025	26 February 2025
	All written advice provided to Minister Upston during the week 4 November 2024	To grant in part	25 February 2025	10 March 2025
	Request for all written advice provided to the Minister in the period 25 November 2024 to 10 January 2025	Request refined to 11 reports - provide reports with relevant redactions	4 March 2025	11 March 2025
	Request for 22 named reports	To be confirmed, awaiting Business Unit feedback	7 March 2025	13 March 2025
	Request for all advise relating to the Traffic Light System from October 2024 to present	To be confirmed	7 April 2025	16 May 2025
	Request for 26 named reports sent to the Minister in November 2024	Minister's Office confirming scope, waiting for confirmation	13 March 2025	27 May 2025

Social Media Highlights

We use our social media channels to let clients know how we can work with them on their journey to employment, as well as about changes to payments or programmes, client success stories, and to highlight the work of MSD staff. For many of the groups we serve, social media is their preferred method of communication.

Below is some of our top-performing posts between 24-28 February 2025.

Disability Support Services in-person consultation

 Have your say - Disability support services consultation
February 25 at 9:48 AM · 

Have your say about disability support services in your region. If you live in Hamilton, you can register for the in-person workshop on Monday 3 March, 10am-12:30pm. If you live in a different area and would like to take part, check out the full list of in-person workshops on the Disability Support Services website: <https://www.disabilitysupport.govt.nz/.../in-person-events>

We're consulting on the essential disability services and supports that people may get after an assessment from a Needs Assessment and Service Co-ordination organisation, or an Enabling Good Lives site. While everyone is welcome, we especially want to hear from people receiving these services and whanau, carers, and advocates. There are also online options to take part. Register or find out more on the DSS website: <https://www.disabilitysupport.govt.nz/consultation>

Image description: Light green square with a darker green DSS circular pattern in the top right corner. Larger black bold text says 'Have your say on disability support services'. In smaller font it says 'Community consultation in Hamilton, 3 March 2025'. A green watermark for DSS and a black logo for MSD are at the bottom



We reached over 8,800 people on Facebook with a post about the Disability Support Services consultation underway.

The post targeted people in the Waikato region to encourage registrations for in-person workshops as part of the consultation.

This is part of a series promoting in-person events across the country.

The post received 28 reactions, 10 comments, 168 link clicks, and was shared 28 times.

What are work-related obligations?

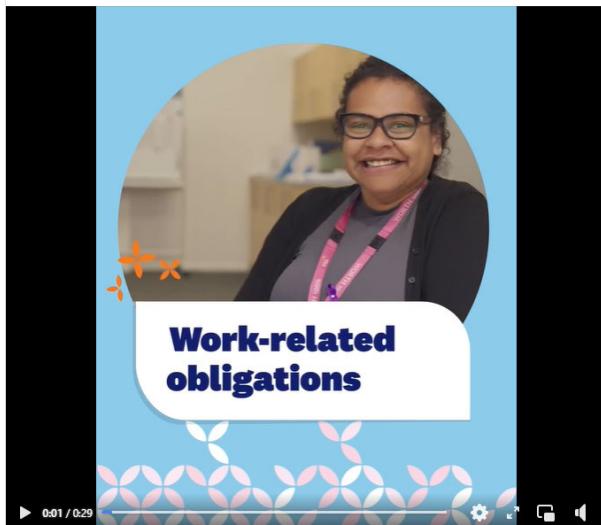
MSD Ministry of Social Development NZ [Follow](#) 5h

If you're getting Jobseeker Support from us, you may already know about work-related obligations.

This means you may need to do things like:

- be available for work
- looking or applying for jobs
- taking part in things like seminars or training courses we refer you to.

Check out the Work and Income website for more information on obligations while receiving Jobseeker Support: <https://www.workandincome.govt.nz/.../obligations-for...>



We reached over 8,400 people on Facebook with a video post about work-related obligations.

The video aims to raise awareness of work-related obligations for all clients, and new Jobseeker Support clients in particular.

The post received 28 reactions, six comments and was shared four times.

Celebrating Jim's 47 years with MSD



A teenaged Jim Wallace was painting a swimming pool when his phone rang. It was the summer of 1977. The Department of Social Welfare was offering him an interview.

It was the beginning of his career. It spanned 47 years, always in Whanganui, from his first job processing superannuation payments until his last day on February 28.

"The local office approached the schools and said did they have anybody they would be prepared to recommend for cadetships? I had just finished my sixth form year," says Jim.

"My principal put my name forward. Obviously, he thought I was at a loose end."

"Like most 17-year-old boys I knew it meant work and with work there's a paycheck at the end."

Jim says he didn't like school, and was all too ready to ditch it for the short shorts and long socks which male public servants wore back then.

"After the interview process, they offered me a cadetship, I accepted, and that was pretty much the way it went," he recalls.

Jim has witnessed massive technological change.

"When I first started our technology consisted of a register of issues on microfiche" – a kind of transparent film.

There was one small photocopier in the typing pool. Only the typists used it. All desk phones were connected to individual phone lines coming into the building.

There was great excitement when everyone received their own direct line. More still when monitors and computers arrived.

Jim says best part of the job was helping people to change their lives.

One example is local case manager Kirstin Belton, who remembers Jim as her case manager when she was a sole parent.

"People who have been on my case load, and I have watched them go off into work and gain independence and not come back onto the system. That side of it was very rewarding," he says.

Retirement is likely to consist of work on the half acre section he maintains with his wife in rural Waverley, in South Taranaki.

Pictured: Jim and Kirstin Belton (Whanganui case manager). Kirstin remembers Jim helping her many years ago when she was a sole parent applying for support through Work and Income.



We reached over 3,400 people on LinkedIn with a post about Jim Wallace who is featured on the cover, a kaimahi (staff member) who is retiring after 47 years with MSD.

The post received 87 reactions and six comments.

Cabinet Papers and Report Planner

The following are your papers to be considered in the upcoming months.

Cabinet Committee	Title	Branch	Date
SOU	Amendments to the eligibility settings for periodic tenancy reviews for social housing tenants	Policy	26 March 2025
APH	Social Workers Registration Board: Appointment	Strategy & Insights	1 April 2025 (TBC)
APH	Student Allowance Appeal Authority: Appointment	Strategy & Insights	1 April 2025 (TBC)
SOU	Excluding Flexible Childcare Assistance and Training Incentive Allowance from Youth Money Management	Policy	2 April 2025
LEG	Social Security (Accommodation Supplement and Income-Related Rent) Legislative Amendment Bill: Approval for Introduction	Policy	10 April 2025
LEG	Adjustment to the Residential Care Subsidy as part of the Annual General Adjustment 2025	Policy	22 May 2025 (TBC)

Publications Pipeline

Upcoming Pipeline

The following publications have been completed and will be published on MSD's website.

Title	Description	Publication date
Findings from the 2022 New Zealand Income Support Survey	The 2022 New Zealand Income Support Survey (NZISS) interviewed 1,852 people on low- and middle-incomes who appeared eligible for income support payments from MSD or Inland Revenue, in order to provide information on how the income support system helps low- and middle-income New Zealand families.	17 March 2025

EA effectiveness report for 2022/23 financial year	This annual report updates the effectiveness results of MSD-funded employment assistance interventions for 2022/23. The analysis evaluates the impact of the interventions on participants' outcomes and assigns an effectiveness rating to each employment programme. The report summarizes these ratings based on the level of expenditure in each category from effective through to not feasible to evaluate.	31 March 2025
EA effectiveness report for 2023/24 financial year	This annual report updates the effectiveness results of MSD-funded employment assistance interventions for 2023/24. The analysis evaluates the impact of the interventions on participants' outcomes and assigns an effectiveness rating to each employment programme. The report summarizes these ratings based on the level of expenditure in each category from effective through to not feasible to evaluate.	31 March 2025
Benefit System Performance Report 2024	This report (formerly referred to as the 'actuarial report') brings together evidence from a range of sources, including actuarial estimates, to help understand the performance of the benefit system, including long-term implications and opportunities and risks. It builds on the earlier analysis on the benefit system using the 2023 Social Outcomes Model.	April 2025 (TBC)
Employment Investment Strategy 2025-2028	The 2025-28 Strategy is focused on supporting more people into work, reducing benefit dependency, and intervening early by targeting investment based on people's employment support needs and their distance from the labour market.	1 July 2025
When parental aspirations aren't enough: An exploration of the importance of parental aspirations in the socioeconomic gradient in child outcomes (Motu)	This research found little evidence that parental aspirations are an important driver explaining disparities in child outcomes for children from low socioeconomic backgrounds.	2025 (TBC)

Upcoming Reports

The following are reports to be considered in the upcoming months set out in order of your priorities.

Title	Description	Due Date	Business Unit
<i>Priority 1: Getting people into employment and lifting economic outcomes</i>			
s9(2)(f)(iv)			
Employment Investment Strategy 2025-2028: Final Strategy	The 2025-28 Strategy is focused on supporting more people into work based on their employment support needs and their distance from the labour	March 2025 (TBC)	Strategy & Insights
s9(2)(f)(iv)			
<i>Priority 2: Welfare that Works and Reducing Benefit Dependency</i>			
Benefit System Performance Report	This report (formerly the 'actuarial report') provides you with a summary of how the benefit system has performed in 2024	2 April 2025	Strategy & Insights
<i>Priority 3: Making work pay by ensuring appropriate incentives to work</i>			
Early draft of Working for Families Discussion Document	Provides an early draft of the WFF discussion document for Ministerial feedback, including a chapter on Making Work Pay	13 March 2025	Policy
<i>Priority 4: Other</i>			
<i>Corporate accountability</i>			
MSD Quarter Two Performance Report 2024/25	This report provides you with a summary of how MSD performed in the second quarter of 2024/25.	11 March 2025	Strategy & Insights

Independent Children's Monitor Board Appointments and shortlisting advice	This report provides you with proposed candidates for shortlisting for interview	19 March 2025	Strategy & Insights
Children and Young People's Commission tagged contingency drawdown	This report to you and the Minister of Finance seeks decisions relating to the final drawdown of the Commission's tagged contingency	26 March 2025	Strategy & Insights
Updated Statement of Intent and proposed Key Performance Indicators for your feedback	This report provides you with an opportunity to give feedback on MSD's updated SOI and proposed KPIs	26 March 2025	Strategy & Insights
<i>Income support</i>			
Options to improve how MSD charges income	Seeks your agreement to a preferred option for change	26 March 2025	Policy
<i>Housing support</i>			
s9(2)(f)(iv)			
Priority One for Social Housing: 12-month report back	Provides an update on the establishment of the priority one fast track for social housing for families with children who have been in emergency housing for 12 weeks or more. This will include further advice on excluding people from priority one who have been in a Kainga Ora tenancy that has been terminated	31 March 2025	Policy

Family and Sexual Violence

Report back on the implementation of Budget 2022 family violence prevention initiatives	This is a report back on MSD's implementation of Budget 2022 family violence prevention funding	14 March 2025	Māori, Communities and Partnerships
Services Supporting Men's Behaviour Change – Te Huringa o Te Ao	This report outlines our work on services Supporting Men's Behaviour Change – Te Huringa o Te Ao, including more detailed background and update on recent procurement process	14 March 2025	Māori, Communities and Partnerships

International

s9(2)(f)(iv)

Seniors

Upgrading the Super Gold Card (SGC) - Med-term options	Following the Ministers agreement to upgrade the SGC, in May they agreed for officials to provide them with further information on the medium-term options to upgrade the card. This report will provide the Ministers information to support their decision	26 March 2025	Policy
Supporting older people with compounding disadvantage – options to influence the updated Better Later Life Action Plan	Consideration of options within the social development portfolio which could influence the upcoming update of the Better Later Life Action Plan	April 2025 (TBC)	Policy

s9(2)(ba)(i)

s9(2)(ba)(i)



Social Development and Employment Update

Week ending Friday 21 March 2025



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

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s9(2)(ba)(i)	

Front cover photo: Stuart Allen (left) with Rach Hopa with flowers from a client who they helped through a difficult time.


 Tele'a Andrews
 Director, Office of the Chief Executive

Employment

Time limited funding update

Lead: Hugh Miller, Group General Manager, Employment

Several MSD employment programmes with time limited funding are due to end.

The programmes listed will end on 30 June 2025 **s9(2)(f)(iv)**

Contract managers have ensured providers are aware of the time limited funding coming to an end. Formal notification will be sent to providers next week. MSD standard practice is to provide notification 90 days prior to contract end.

We want to make sure you are aware of programmes that are ending should providers reach out to your office.

Alongside these programmes, MSD will also not be continuing the employment outcome contract with Te Pā – Supporting offenders, which is also ending 30 June 2025. **s9(2)(f)(iv)**

Pacific Employment Action Plan funding is due to expire on 30 June 2026.

Time limited funding ending 30 June 2025

- Māori Trades and Training Fund - National
 Total value (per financial year): **s9(2)(f)(iv)**
 Total contracted volume participants: 4,130
 Total contracted employment placements: 2,910
 52 current contracts across 13 regions.
- Education to Employment (E2E) - National
 Contract start and end date: 1 July 2023 to 30 June 2025
 Total value (per financial year): **s9(2)(f)(iv)**
 19 current contracts across 13 regions.
- Nga Puna Pukenga Auckland
 Contract start and end date: 1 July 2024 to 30 June 2025
 Total value (per financial year): **s9(2)(f)(iv)**
 One current contract with Auckland City Council.
- Vocational Rehabilitation Auckland and Wellington
 Contract start and end date: 1 October 2024 to 30 June 2025
 Total value (per financial year): **s9(2)(f)(iv)**
 Total contracted volume: 150
 Two current contracts across two regions.
- Rākau Rangatira Northland
 Contract start and end date: 1/07/2023 - 30/06/2025.
 Total value (per financial year): **s9(2)(f)(iv)**
 Total contracted volume: 150

s9(2)(f)(iv)

Responsible DCE: Viv Rickard, Service Delivery

Family violence and sexual violence

Early results for family violence advertising campaign

Lead: Mark Henderson — General Manager, Safe Strong Families and Communities

In May 2024 you approved expenditure for a family violence advertising campaign as part of the Change is Possible work programme. The SDEU of 6 December 2024 outlined the content and approach of the Get Better Everythings campaign, which engages change-ready men and motivates them to take the next step by visiting the Change is Possible website.

The campaign went live on billboards, bus stops, train stations and radio on 8 January and on social media and digital channels on 13 January 2025. We are midway through the campaign and have received positive and promising results that show men are engaging with the campaign content and the website. Already, the campaign has exceeded its total targets for reach and engagement.

Social media and digital

Across Meta (Facebook and Instagram) and YouTube we have had:

- 7.5 million media impressions (the number of times people have seen content)
- 2.5 million reach (the number of individuals who have seen content)
- 445,000 engagements (the number of likes, comments, views and shares)
- 1 million completed video views.

Out of Home - billboards, posters, train and bus stops, and radio

To date, large format billboards have delivered 11.7 million impressions (total campaign views) and reached a third of our total audience. Train stations and bus stops have had 1.3 million total views.

Over 5,000 radio spots have been played on channels with predominantly male audiences (The Rock, George, Mai and Channel X) and have reached 230,000 of our



audience.

Engagement with Change is Possible website

Website activity has significantly increased with a 1,500% increase in website sessions and a 115% increase in average engagement time.

To date, 13,500 men have potentially taken a step towards a change journey:

- 13,500 website sessions (individual visits).
- 147,000 events (clicks, views, and completions of website content).
- The average engagement time is just over five minutes (compared to the average engagement time on a government website of one minute).

Next steps for Get Better Everything

Campaign billboards on display on buildings.

Better

The campaign continues until the end of March, with an increase in digital and social media (the out of home component is now completed). We will do a second flight of media in April/May. The cost of this falls within the total expenditure you approved in May 2024. Campaign monitoring is underway, and we will provide you further updates as information becomes available.

Tamariki at the heart - Child Advocates (Kōkihi ngā Rito) evaluation update

Lead: Mark Henderson – General Manager Safe, Strong Families and Communities.

Currently, we fund eight Child Advocates in eight women's refuge sites across New Zealand. Six sites are affiliated to the National Collective of Independent Women's Refuges (NCIWR) and two sites are independent refuges.

In 2024 we commissioned Tūtohi to conduct an evaluation of 'Kōkihi ngā Rito', the Child Advocates programme run through the six refuges affiliated to NCIWR. The purpose of this evaluation was to better understand the impact of the programme using a quantitative approach.

The findings of this evaluation shows a significant, positive impact on the wellbeing of tamariki. They include:

- **Tamariki wellbeing improved significantly** - Tamariki experienced statistically significant improvements across all eight wellbeing domain. Tamariki also reported significantly greater improvements when compared with those supported by other refuge services, highlighting the programme's effectiveness in enhancing outcomes.
- **Mothers' wellbeing improved** - Results showed that there was a positive spillover effect. Mothers of tamariki in the programme showed significant wellbeing improvements in the domains of 'children' and 'work and learning'.
- **Tamariki received more intensive support** - Kōkihi ngā Rito tamariki were engaged twice as long in service, received two to three times more hours of support, and had more detailed case notes than tamariki in other services. Another positive spillover effect identified the service delivery uplift across other tamariki services, where a Kaiārahi Tamariki (Child Advocate) was present.
- **Case notes reflected tamariki perspectives** - Analyses of Kōkihi ngā Rito case notes found these better captured tamariki voices and experiences, particularly in areas of 'feelings', 'whānau', and 'violence', reflecting the programme's child-centred philosophy.

These findings reflect the substantial impact of NCIWR's Kōkihi ngā Rito programme on the wellbeing of participating tamariki, their mother's wellbeing and on other tamariki services delivered within participating refuges. They also highlight the scale of need for more specialist child advocacy services in refuges across Aotearoa New Zealand.

Once the evaluation report is finalised, we will provide you with a copy before it is published on the MSD website. We expect the final evaluation report mid this year.

Supporting Communities

Next steps in Microfinance lending recommissioning

Lead: Mark Henderson – General Manager, Safe Strong Families and Communities

In November 2024 we opened a Request for Information (RFI) for the upcoming procurement of Microfinance services. This RFI process is now complete, and we are moving into consultation and design with the sector.

Fifteen responses were received from interested parties. Key themes throughout RFI responses included opportunities to access a wider range of lending capital, acceleration of timelines, and digital transformation (which may include AI). These opportunities should also consider the needs of vulnerable clients who may be excluded from digital-only services.

Most of the respondents asked for more time to explore these approaches.

Respondents also requested a transition period of at least six months if there was a change of provider.

The Procurement Board has approved an extended timeframe for procurement to begin to allow MSD and the sector to identify and develop ideas raised through the RFI further. Learnings from this additional development will inform an open procurement for a refreshed Microfinance lending programme, beginning with a Request for Proposals (RFP) in June 2025

In the interim, incumbent providers Good Shepherd New Zealand and Ngā Tāngata Microfinance Trust will be offered eight-month contract extensions to end 28 February 2026. This will allow individuals and whānau experiencing unmanageable forms of debt to continue accessing interest free loans alongside other financial capability support.

Responsible DCE: Mārama Edwards, Māori, Communities and Partnerships

Policy

Further decisions to Cabinet on Automated Decision-Making

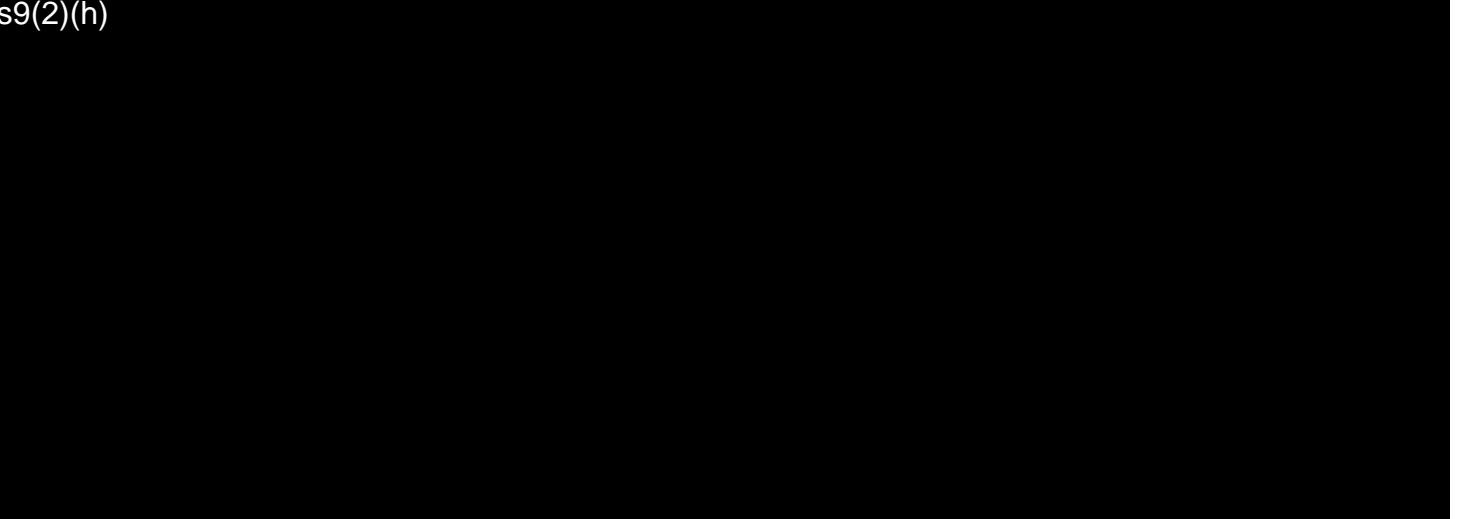
Lead: Leah Asmus, Manager, Welfare System policy

In March 2025, Cabinet agreed to enact a general authorising provision for Automated Decision-Making (ADM), alongside remediation amendments for processes [s9(2)(h)]

[] These processes covered three categories related to Mandatory reviews, Medical reviews, and the End of School Year process.

The need for two further ADM-related decisions has emerged as we progressed further into the detailed design work. We recommend you seek Cabinet agreement on these matters as the decisions fall outside the delegated authority Cabinet granted in March.

s9(2)(h)



Proposed Regulatory Standards Bill out for Ministerial Consultation

Lead: Dee Collins, Policy Manager, Welfare System and Income Support Policy

The Ministry for Regulation has produced a Cabinet Paper titled 'Policy Approvals for Progressing a Regulatory Standards Bill'. MSD understands a draft of this paper has been circulated for Ministerial Consultation until 28 March 2025, before being considered by the Cabinet Expenditure and Regulatory Review Cabinet Committee (EXP) on 8 April 2025. If agreed, the Regulatory Standards Bill (RSB) would be introduced in May 2025 and come into force on 1 January 2026.

The stated objectives of the proposed RSB are to reduce the amount of unnecessary and poor regulation by increasing transparency and making it clearer where legislation does not meet standards. It intends to achieve this by:

- a benchmark for good legislation through a set of principles of responsible regulation (set out in primary legislation)
- mechanisms to transparently assess the consistency of proposed and existing legislation with the principles (e.g. bills would have to set out in the explanatory

note a statement from the Chief Executive giving the results of a consistency assessment, and a response from the Minister explaining the reasons for any identified inconsistency)

- a mechanism for independent consideration of the consistency of legislation via a Regulatory Standards Board, including advising Select Committees on Bills introduced to the House.

The proposed RSB raises a number of concerns which could impact on the Government's ability to regulate and will have resourcing and cost implications for departments like MSD.

The Ministry for Regulation prefers a different option to the Minister for Regulation's preferred option (as set out in the RIS for the Cabinet paper). **s9(2)(h)**

MSD does not support the proposed RSB, and favours strengthening the existing tools available. MSD has raised our concerns with the Ministry for Regulation as part of the agency consultation process. MSD will provide you with further advice on the practical implications of the proposed RSB to inform the Ministerial consultation process currently underway.

Progress on consideration of the Social Security Amendment Bill

Lead: Leah Asmus, Manager, Welfare System policy

The Social Security Amendment Bill is currently being considered by the Social Services and Community Select Committee, who are due to report back to the House by 22 April. MSD officials have been supporting this process, and most recently presented our Departmental Report to the Committee on 6 March. This was accompanied by our response to previous information requests made by the Committee during the oral submission hearings.

Following this presentation, the Committee asked a further 32 questions, relating to areas within the Bill and follow-up questions to material we have previously provided. At the time of writing, we have not received any direction from the Committee on whether any of the asked questions are considered to be out of scope. Our proposed responses to these questions were provided to your office for review on 19 March, with the questions due to the Committee by 12pm on Monday 24 March.

Responsible DCE: Simon MacPherson, Policy

Media and OIA requests

Official Information Act requests

Since the last SDEU to week ending 28 February 2025, you received three new requests for official information. Details of current requests are shown in the table below.

New Requests				
Requester	Topic	Approach	Due date to the Minister	Due date to Requester
s9(2)(a)	Information about recommendations following RCOI Abuse in Care	Provide any reports about recommendations	24 March 2025	1 April 2025

Existing Requests				
Requester	Topic	Approach	Due date to the Minister	Due date to Requester
s9(2)(a)	Request for the titles of all reports sent to the Minister for Social Development and Employment in January 2025	Respond in full	14 March 2025	25 March 2025
	Request for advice and information provided to the Minister regarding the closure of Kinleith Mill	Suggest release of one AM, two talking points	19 March 2025	26 March 2025
	Request for all written advice provided to the Minister in the period 25 November 2024 to 10 January 2025	Request refined to 11 reports - provide reports with relevant redactions	7 March 2025	28 March 2025
	Request for 22 named reports	To be confirmed	4 April 2025	11 April 2025

s9(2)(a)	Request for 13 named reports	To maintain consistency with other active requests asking the same	24 April 2025	16 May 2025
	Request for all advise relating to the Traffic Light System from October 2024 to present	To be confirmed	7 April 2025	16 May 2025
	Request for 26 named reports sent to the Minister in November 2024	Release 9 docs, with some active consideration	13 March 2025	27 May 2025

Social Media Highlights

We use our social media channels to let clients know how we can work with them on their journey to employment, as well as about changes to payments or programmes, client success stories, and to highlight the work of MSD staff. For many of the groups we serve, social media is their preferred method of communication.

Below is some of our top-performing posts between 3-14 March 2025.

Creeta's success with Evolve Rehabilitation

 Ministry of Social Development NZ 
March 3 at 10:00 AM · 

It'd been a long time since Creeta had looked for work. After being a solo mum for ten years, and then caring for her brother who sadly passed away, Creeta was nervous about finding mahi.

Her skills as a caregiver – developed while looking after whānau – has seen her land on her feet quickly with a role supporting people with traumatic brain injuries.

She was able to get an interview with Evolve Rehabilitation in Palmerston North with support from her MSD case manager, and was excited about how quickly she was accepted into her role as a Rehabilitation Support Worker.

Creeta's cheerful energy and can-do attitude is appreciated by her employer and the residents at Evolve Rehabilitation. Now working in a permanent full-time role, she's taking up online learning to increase her knowledge and skill in caregiving.

Download the descriptive transcript here  <https://www.msd.govt.nz/.../creeta-success-palmerston...>



We reached over 31,200 people on Facebook with a video post about a client who found a full-time permanent role as a support worker with help from her MSD case manager.

Creeta's previous experience as a primary caregiver for her family members has seen her transition quickly into her role supporting people with traumatic brain injuries at Evolve Rehabilitation in Palmerston North.

The post received 265 reactions, 32 comments and was shared five times.

Disability Support Services in-person consultation

 Have your say - Disability support services consultation 4h 48 ...

Have your say about disability support services in your region. If you live in Dunedin, you can register for the in-person workshop on Thursday 13 March, 10am-12.30pm. If you live in a different area and would like to take part, check out the full list of in-person workshops on the Disability Support Services website: <https://www.disabilitysupport.govt.nz/.../in-person-events>

We're consulting on the essential disability services and supports that people may get after an assessment from a Needs Assessment and Service Co-ordination organisation, or an Enabling Good Lives site. While everyone is welcome, we especially want to hear from people receiving these services and whanau, carers, and advocates. There are also online options to take part. Register or find out more on the DSS website: <https://www.disabilitysupport.govt.nz/consultation>

Image description: Light green square with a darker green DSS circular pattern in the top right corner. Larger black bold text says 'Have your say on disability support services'. In smaller font it says 'Community consultation in Dunedin, 13 March 2025'. A green watermark for DSS and a black logo for MSD are at the bottom.



Have your say on disability support services

Community consultation in Dunedin - 13 March 2025

Disability Support Services  MINISTRY OF SOCIAL DEVELOPMENT TE WHANAUĀ WHAKAHATO ORA

DISABILITYSUPPORT.GOV.TZ In-person workshops Learn more

In addition to these sessions, several disabled people's organisations are runnin...

We reached over 13,800 people on Facebook with an ad about the Disability Support Services consultation that is underway.

The ad targeted people in Otago to encourage registrations for in-person workshops as part of the consultation.

The ad is part of a series to promote in-person events across the country.

The ad received 32 reactions, four comments, and 192 link clicks. The ad was shared 15 times.

What are work-related obligations?

 Ministry of Social Development NZ 50m 48 ...

Are you working and getting a benefit? You need to let us know how much you're earning so we can pay you the right amount. You can do this online:

- log into your MyMSD account
- select 'Declare wages'

Tell us about any changes to your wages before 6pm on Friday. Find out whether you need to declare your income with us: <https://www.workandincome.govt.nz/.../income/index.html>

We reached over 9,100 people on Facebook with a video post about declaring wages on MyMSD.

The post received 16 reactions, six comments and was shared once.



Client thanks case manager duo with flowers

MSD Ministry of Social Development (MSD)
57,532 followers
now •

We often see people during a difficult time in their lives, so it's particularly rewarding when they come back later to tell us our support made a difference.

Blenheim case manager Rach Hopa, and former case manager Stuart Allen, worked with a client who was going through a rough patch – both professional and personal.

First Stuart, and later Rach, supported him through the process of applying for Work and Income assistance, and continued meeting with him regularly to discuss how they could help him search for work.

Despite the difficulties he was facing, he didn't give up. He had a business proposal he was pitching to various companies, and he was determined to get back on his feet.

Last year he told Stuart and Rach that if he came to his next appointment with flowers, it would mean he'd been successful, and he no longer needed our assistance.

Well, it happened. Before his most recent appointment, he showed up at reception with flowers.

First thing he said: "You know what this means?"

He thanked our staff for being friendly, helpful, and listening to him.

He also said he's going to come back next time with a yacht, and take the whole Blenheim office out on the water to show his appreciation.

We'll keep an eye out for that!



We reached over 2,564 people on LinkedIn with a post about two case managers (one former) in Blenheim who supported a client and was thanked in person with flowers.

The client was going through a difficult time while he was trying to get his business proposal off the ground and met regularly with the case managers to discuss how they could support his search for work.

The post received 65 reactions and five comments.

Responsible DCE: Melissa Gill, Organisational Assurance and Communication

Cabinet Papers and Report Planner

The following are your papers to be considered in the upcoming months.

Cabinet Committee	Title	Branch	Date
SOU	Amendments to the eligibility settings for periodic tenancy reviews for social housing tenants	Policy	26 March 2025
APH	Social Workers Registration Board: Appointment	Strategy & Insights	1 April 2025
APH	Student Allowance Appeal Authority: Appointment	Strategy & Insights	1 April 2025
SOU	Excluding Flexible Childcare Assistance and Training Incentive Allowance from Youth Money Management	Policy	2 April 2025
LEG	Social Security (Accommodation Supplement and Income-Related Rent) Legislative Amendment Bill: Approval for Introduction	Policy	10 April 2025
LEG	Adjustment to the Residential Care Subsidy as part of the Annual General Adjustment 2025	Policy	22 May 2025
SOU	Further Automated Decision-Making Legislative Amendments	Policy	4 June 2025

Publications Pipeline

Upcoming Pipeline

The following publications have been completed and will be published on MSD's website.

Title	Description	Publication date
EA effectiveness report for 2022/23 financial year	<p>This annual report updates the effectiveness results of MSD-funded employment assistance interventions for 2022/23. The analysis evaluates the impact of the interventions on participants' outcomes and assigns an effectiveness rating to each employment programme. The report summarizes these ratings based on the level of expenditure in each category from effective through to not feasible to evaluate.</p>	11 April 2025
EA effectiveness report for 2023/24 financial year	<p>This annual report updates the effectiveness results of MSD-funded employment assistance interventions for 2023/24. The analysis evaluates the impact of the interventions on participants' outcomes and assigns an effectiveness rating to each employment programme. The report summarizes these ratings based on the level of expenditure in each category from effective through to not feasible to evaluate.</p>	11 April 2025
Benefit System Performance Report 2024	<p>This report (formerly referred to as the 'actuarial report') brings together evidence from a range of sources, including actuarial estimates, to help understand the performance of the benefit system, including long-term implications and opportunities and risks. It builds on the earlier analysis on the benefit system using the 2023 Social Outcomes Model.</p>	April 2025 (TBC)
Employment Investment Strategy 2025-2028	<p>The 2025-28 Strategy is focused on supporting more people into work, reducing benefit dependency, and intervening early by targeting investment based on people's employment support needs and their distance from the labour market.</p>	1 July 2025

When parental aspirations aren't enough: An exploration of the importance of parental aspirations in the socioeconomic gradient in child outcomes (Motu)	This research found little evidence that parental aspirations are an important driver explaining disparities in child outcomes for children from low socioeconomic backgrounds.	2025 (TBC)
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Upcoming Reports

The following are reports to be considered in the upcoming months set out in order of your priorities.

Title	Description	Due Date	Business Unit
<i>Priority 1: Getting people into employment and lifting economic outcomes</i>			
s9(2)(f)(iv)			
<i>Priority 2: Welfare that Works and Reducing Benefit Dependency</i>			
Benefit System Performance Report	This report (formerly the 'actuarial report') provides you with a summary of how the benefit system has performed in 2024	2 April 2025	Strategy & Insights
<i>Priority 3: Making work pay by ensuring appropriate incentives to work</i>			
Draft report for the Committee of the Whole House stage of the Social Security Amendment Bill	This report provides you with supporting material on the Social Security Amendment Bill to assist you at the Committee of the Whole House stage of the Bill	2 April 2025	Policy

Priority 4: Other

Abuse in Care

Progressing policy work to respond to the Abuse in Care Inquiry	This report outlines how the Ministry of Social Development (MSD) plans to support you with your ministerial roles and responsibilities relevant to the Crown response to the care safety recommendations of the Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions (the Inquiry)	24 March 2025	Policy
<i>Corporate accountability</i>			
Children and Young People's Commission tagged contingency drawdown	This report to you and the Minister of Finance seeks decisions relating to the final drawdown of the Commission's tagged contingency	26 March 2025	Strategy & Insights
Updated Statement of Intent and proposed Key Performance Indicators for your feedback	This report provides you with an opportunity to give feedback on MSD's updated SOI and proposed KPIs	26 March 2025	Strategy & Insights
Plan for monitoring and evaluation of the Traffic Light System	This report outlines a plan for monitoring and evaluation of the Traffic Light System.	26 March 2025	Strategy & Insights
<i>Disability</i>			
Advice on MBIE's proposed changes to ACC Hearing Assessment Regulations	Provides advice on MBIE's draft Cabinet paper as it will drive increased costs for MSD	28 March 2025	Policy

Income support

Options to improve how MSD charges income	Seeks your agreement to a preferred option for change	26 March 2025	Policy
Update on Automated Decision-Making remediation timeframes	Provides an update on the implementation of the Automated Decision-Making remediation options	2 April 2025	Policy
Automated Decision-Making Detailed Design Decisions	Seeks agreement to detailed design decisions for ADM remediation processes being progressed through the Modernisation Amendment Bill	1 May 2025	Policy
Draft Cabinet paper for agency consultation - Further Automated Decision-Making Legislative Amendments	Seeks your agreement for agency consultation on the Cabinet paper. The Cabinet paper seeks approval on two legislative amendments following further detailed design work	30 April 2025	Policy
Draft Cabinet paper for ministerial consultation - Further Automated Decision-Making Legislative Amendments	Seeks your agreement for ministerial consultation on the Cabinet paper. The Cabinet paper seeks approval on two legislative amendments following further detailed design work	14 May 2025	Policy
Draft Cabinet paper for agreement to lodge - Further Automated Decision-Making Legislative Amendments	Seeks your agreement to lodge the Cabinet paper. The Cabinet paper seeks approval on two legislative amendments following further detailed design work	27 May 2025	Policy
Aide-memoire to support the Cabinet paper - Further Automated Decision-Making Legislative Amendments	Aide-memoire to support the SOU and Cabinet paper	28 May 2025	Policy

Housing support

Priority One for Social Housing: 12-month report back	Provides an update on the establishment of the priority one fast track for social housing for families with children who have been in emergency housing for 12 weeks or more. This will include further advice on excluding people from priority one who have been in a Kainga Ora tenancy that has been terminated	31 March 2025	Policy
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Family and Sexual Violence

Reprioritisation of MSD's sexual violence funding	This report outlines two options for your consideration regarding the reprioritised funding through decommissioning two services: Sexual Violence Long-Term Recovery and Care (SVLTREC) and Sexual Violence Prevention (SVPREV). Both options would enable more targeted investment in sexual violence services that have greater evidence bases to support their impact when compared to SVLTREC and SVPREV services	28 March 2025	Māori, Communities and Partnerships
Report back on the implementation of Budget 2022 family violence prevention initiatives	This is a report back on MSD's implementation of Budget 2022 family violence prevention funding	28 March 2025	Māori, Communities and Partnerships
Services Supporting Men's Behaviour Change – Te Huringa o Te Ao	This report outlines our work on services Supporting Men's Behaviour Change – Te Huringa o Te Ao, including more detailed background and update on recent procurement process	28 March 2025	Māori, Communities and Partnerships

International

s9(2)(f)(iv)

Seniors

Upgrading the Super Gold Card (SGC) - Med-term options	<p>Following the Ministers agreement to upgrade the SGC, in May they agreed for officials to provide them with further information on the medium-term options to upgrade the card. This report will provide the Ministers information to support their decision</p>	26 March 2025	Policy
Supporting older people with compounding disadvantage – options to influence the updated Better Later Life Action Plan	<p>Consideration of options within the social development portfolio which could influence the upcoming update of the Better Later Life Action Plan</p>	April 2025 (TBC)	Policy

s9(2)(ba)(i)

s9(2)(ba)(i)



Social Development and Employment Update

Week ending Friday 28 March 2025



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

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s9(2)(ba)(i)	

Front cover photo: Bam finds a career pathway thanks to a summer programme designed by one of MSD's Jobs and Skills Hubs in Auckland


 Tele'a Andrews
 Director, Office of the Chief Executive

Client Service Delivery

Crunch time for youth at Hastings fruit packhouse

Lead: Graham Allpress, Group General Manager Client Service Delivery



Dionte Hartley at work in Kiwi Crunch's robotics control box

The Rangatahi Sustainable Employee/Employer Development (Seed) programme, funded by MSD, is empowering young people by offering valuable work experience, skills development and support. Participants aged 18 to 24 gain part-time jobs at Hastings orchard Kiwi Crunch, with the opportunity for full-time roles.

This year's programme, which began in January, promises participants 27.5 hours of work a week. However, Kiwi Crunch has gone above and beyond, increasing the hours for half of the participants, including 22-year-old Dionte, who now works full-time in the robotics control box.

The six-month programme, managed by Land Based Training, provides participants with more than just employment. They receive training, Health & Safety certificates, driver licences, mentorship, and even free gym

memberships. Support also includes budgeting advice, CV assistance and transportation to work.

MSD's co-funding has led to strong results. Last year, 15 out of 19 participants were still employed after 91 days, and 14 after 182 days.

The Rangatahi Seed programme is not just about work. It's about building lasting careers, financial stability and a supportive community.

Responsible DCE: Viv Rickard, Deputy Chief Executive, Service Delivery

Family violence and sexual violence

Preventing violence in ethnically diverse communities - summary of rapid evidence review

Leads: Gareth Williams, General Manager, Evidence and Effectiveness; Rena Hona, General Manager Māori, Partnerships and Programmes

To support the development of the Ethnic Communities Violence Prevention work programme funded through Budget 2022, MSD conducted a rapid evidence review of national and international literature in 2023.

The review aimed to assess gaps in existing data and evidence, determine effective approaches for engaging with ethnically diverse communities, and develop impactful strategies to prevent Family Violence and Sexual Violence (FVSV) within these communities.

The key findings were provided to the former Associate Minister for Social Development and Employment in March 2023. To date, the findings have been used as an internal resource. As the work programme funded from Budget 2022 ends in June 2025, we are publicly sharing resources developed over the course of the work.

A summary of the findings has been published on MSD's website and will be shared for broader public use. The findings will also be disseminated through the April 2025 MSD FVSV Update.

Key Findings

Key findings from the review showed that when working with ethnically diverse communities to prevent FVSV, the following is important:

1. targeting underlying drivers of violence
2. providing education and raising awareness
3. working in culturally informed ways
4. involving key community members and organisations, using positive messaging and community-specific media.

Limitations in the evidence highlighted the need for further work to understand the prevalence and experiences of FVSV within ethnically diverse communities.

Responsible DCEs: Sacha O'Dea, Strategy and Insights; Mārama Edwards, Māori Communities and Partnerships

Policy

Excluding Flexible Childcare Assistance and Training Incentive Allowance from Money Management

Lead: Dee Collins, Manager, Income Support Policy

In January 2024 you agreed that Flexible Childcare Assistance (FCA) payments should be excluded from the Youth Service's Money Management system so that young parents can access FCA to help with the cost of informal childcare as is intended by the policy.

A paper has been prepared seeking Cabinet agreement to this policy change. The paper also seeks to rectify the wording of regulation 195(1)(c) of the Social Security Regulations 2018 to clarify that Training Incentive Allowance (TIA) payments should be excluded from Money Management, consistent with policy intent. This regulation change was overlooked when the TIA was moved from the Employment and Work Readiness Assistance Programme into its own welfare programme in 2021.

The paper has gone through Ministerial consultation and was due to be lodged for consideration by the Cabinet Social Outcomes Committee on 2 April. The Department of the Prime Minister and Cabinet has advised that Cabinet Committees currently have very high workloads and have requested that non-urgent papers be deferred until after the Budget moratorium period. We will therefore work with your office to identify a suitable date in May.

Responsible DCE: Simon MacPherson, Policy

Media and OIA requests

Official Information Act requests

Since the last SDEU to week ending 28 March 2025, you received no new requests for official information. Details of current requests are shown in the table below.

Existing Requests				
Requester	Topic	Approach	Due date to the Minister	Due date to Requester
s9(2)(a)	Request for advice and information provided to the Minister regarding the closure of Kinleith Mill	Suggest release of one AM, two talking points	19 March 2025	26 March 2025
	Request for all written advice provided to the Minister in the period 25 November 2024 to 10 January 2025	Request refined to 11 reports - provide reports with relevant redactions	7 March 2025	28 March 2025
	Information about recommendations following RCOI Abuse in Care	Provide any reports about recommendations	24 March 2025	1 April 2025
	Request for 22 named reports	To be confirmed (awaiting Business Unit feedback)	4 April 2025	11 April 2025
	Request for 13 named reports	To maintain consistency with other active requests asking the same	24 April 2025	16-May-2025
	Request for all advise relating to the Traffic Light System from October 2024 to present	To be confirmed	7 April 2025	16-May-2025
	Request for 26 named reports sent to the Minister in November 2024	Release 9 documents, with some active consideration	13 March 2025	27-May-2025

Social Media Highlights

We use our social media channels to let clients know how we can work with them on their journey to employment, as well as about changes to payments or programmes, client success stories, and to highlight the work of MSD staff. For many of the groups we serve, social media is their preferred method of communication.

Below is some of our top-performing posts between 17-21 March 2025.

Annual General Adjustment post

MSD Ministry of Social Development NZ • 3h

From Tuesday 1 April, benefits and NZ Super rates will increase. Income and asset limits for some support will also increase.

These changes are automatic, you don't need to do anything. You can check your new payments in MyMSD from Tuesday 1 April.

When your main benefit increases, you may find this changes other payments you get from us, like Accommodation Supplement or Temporary Additional Support. The total amount you get from us after the 1 April changes won't be less than what you're getting now.

Your first payment in April will be partly paid at the new rates because the date falls partway through the pay period.

You'll get the full increase in your payment in the week of 14 April.

Check out our website for more information on these changes:
<https://www.workandincome.govt.nz/.../changes-to-benefit...>

Benefits, NZ Super, and other support will increase from 1 April 2025

Benefit type	Net fortnightly rate (after tax at 'M') - currently	Net fortnightly rate (after tax at 'M') - from 1 April 2025
NZ Super / Veteran's Pension - couples	\$803.48 (each, not both combined)	\$828.34 (each, not both combined)
NZ Super / Veteran's Pension - single or widowed person living alone	\$1,043.24	\$1,076.84
NZ Super / Veteran's Pension - single or widowed, sharing accommodation	\$963.32	\$994.00

For the full list of rates, visit:
[workandincome.govt.nz](https://www.workandincome.govt.nz)

Benefits, NZ Super, and other support will increase from 1 April 2025

Benefit type	Net weekly rate (after tax at 'M') - currently	Net weekly rate (after tax at 'M') - from 1 April 2025
Jobseeker Support - single, 25 years or over	\$353.46	\$361.32
Jobseeker Support - couple with children	\$635.10	\$649.22
Sole Parent Support	\$494.80	\$505.80
Supported Living Payment - single, 18 years or over	\$402.84	\$411.80
Supported Living Payment - couple with children	\$718.14	\$734.12

For the full list of rates, visit:
[workandincome.govt.nz](https://www.workandincome.govt.nz)

...
 We reached over 193,200 people on Facebook with a post about the Annual General Adjustment (AGA) on 1 April, when benefits and NZ Superannuation rates will increase.

Our annual post on AGA generates a high level of interest. We boosted the post to over 50-year-olds to counter a scam on social media that is circulating claiming that the AGA provides for pension payments for people aged 50 and over.

The post received 431 reactions, 509 comments and was shared 223 times. The post also received 2,668 link clicks to the Work and Income website.

Bam's success with summer pathway programme

MSD Ministry of Social Development NZ 40m 3

In 2024, Bam was feeling unsure about what he wanted to do after finishing school. He went along with his mates to his school's careers expo event to see what's out there.

"I figured I'd check it out, I didn't know what I want to do in the future, but I was keen to earn money," shared Bam.

That decision led Bam to a summer programme designed by one of MSD's Jobs and Skills Hubs in Auckland and run in collaboration with local high schools and employers. The programme gives students pathways to earning income and exploring different employment opportunities and apprenticeships.

This led to a full-time job with Ventia as a streetscape maintenance worker where he quickly impressed his employer.

Jack Martin, General Services Team Manager, North Shore of Ventia says: "Bam has been a superstar. He has adapted well to working alongside others across our team to get the job done and the job done well."

Bam shares, "It's been different, getting up and being ready by 4am, but it's been worth it. I've got to help out my Mum and Dad. I haven't been the active one out of my siblings, so when I told Mum and Dad about my summer job and that I would start a carpentry course in March, they were pretty surprised and really happy for me."

Keen to encourage others who may be feeling uncertain before leaving high school, Bam says, "Start thinking early about what you want to do—go for those opportunities and back yourself."

If you're looking for job or training opportunities in construction or infrastructure, check out the Jobs and Skills Hub: <https://www.jobsandskillshubs.govt.nz/>



We reached over 13,300 people on Facebook with a post about Bam, a young man who attended his school's careers expo to learn more about options for his future. He found MSD's summer pathway programme.

The programme is designed by one of MSD's Jobs and Skills Hubs in Auckland and run in collaboration with local high schools and employers. Bam finished the programme and went on to full-time employment with Ventia.

The post received 396 reactions, 19 comments and was shared three times.

Stephan's success with media services company

MSD Ministry of Social Development NZ • 1h

Since moving off benefit and into work a year ago, Stephan's confidence has gone through the roof.

"Being able to stand on my own two feet and look people I respect in the eye is something I've been striving to do all my life", he says. "My job has given me that. I stand tall and am proud of who I am".

The former job seeker is now an Audio-Visual Technical Assistant with Rotorua's media services company, Manaia Go. MSD recognised his love of technology and helped him get in contact with people in the industry.

MSD supported Manaia Go with Flexi-wage to help the company employ Stephan and provide the skills he needs for the job. Owner operator, Mark Hepi, says seeing Stephan succeed is rewarding. "His passion for technology and willingness to learn all aspects of the industry certainly lightens our workload".

Stephan sets up, tests, and prepares cameras, cables, and equipment to get ready for production. "From the first gig I did on a marae I was hooked!", he says. "I was head down, ears open, listening to the director for instruction, then packing up when it was over. I love everything about it".

Stephan adds that technology aside, his job gave him a greater connection and time with his koro [grandfather], who passed away recently. "He would wait up for me after gigs and we'd spend hours talking to each other about my work and what I'd been doing".

There are a range of ways we can help you look for and prepare for jobs. Check out the Work and Income website for more info <https://www.workandincome.govt.nz/work/index.html>



... We reached over 11,000 people on Facebook with a post about Stephan, who found a role as an Audio-Visual Technical Assistant with Rotorua company Manaia Go. MSD helped him get connected with people in the industry and provided Flexi-Wage support for the employer.

The post received 273 reactions, 28 comments and was shared nine times.

Te Heke Mai launches new look and AI career coach

MSD Ministry of Social Development (MSD) 57,573 followers now

For more than five years, Te Heke Mai has been providing free job coaching and mentoring services to kiwis, in partnership with MSD.

We're excited to share Ruru, Te Heke Mai's new AI driven career coach which was recently launched at a partner event in Auckland.

If you're looking for a new job or are new to your current role, Ruru can help you access:

- a fast and simple CV builder that writes in your voice
- real-life mentors for personalised support
- essential AI skills for work
- tools like LinkedIn Learning integration and MSD's Digital Suite.

Sign up or find out more on Te Heke Mai website: www.Tehekemai.co.nz

Pictured (left to right): **Heindri Conradie** (Account Manager – Industry Partnerships, MSD), Hon. Penny Simmonds, **Matthew Owen** (CE – pAI²), **Vanessa Sorenson** (Chief Partner Officer – ANZ and Managing Director of Microsoft NZ), **Chris Denly** (Key Account Manager – Industry Partnerships, MSD) and **Amanda Nicolle** (Director – Industry Partnerships, MSD)



... We reached over 4,300 people on LinkedIn with a post about a partner launch event in Auckland for Te Heke Mai.

MSD and Te Heke Mai have been working together to provide free job coaching and mentoring services to New Zealanders for over five years. The launch celebrated the new look of Te Heke Mai including Ruru, a new AI driven career coach.

The post received 81 reactions, six comments and was shared six times.

Responsible DCE: Melissa Gill, Organisational Assurance and Communication

Cabinet Papers and Report Planner

The following are your papers to be considered in the upcoming months.

Cabinet Committee	Title	Branch	Date
APH	Social Workers Registration Board: Appointment	Strategy & Insights	8 April 2025
APH	Student Allowance Appeal Authority: Appointment	Strategy & Insights	8 April 2025
SOU	Additional reporting for agencies in response to the Independent Children's Monitor's reports: Approval for amendment to the Oversight of Oranga Tamariki System Legislation Amendment Bill	Policy	9 April 2025
LEG	Social Security (Accommodation Supplement and Income-Related Rent) Legislative Amendment Bill: Approval for Introduction	Policy	8 May 2025
SOU CAB	Further Automated Decision-Making Legislative Amendments	Policy	14 May 2025 19 May 2025
LEG	Adjustment to the Residential Care Subsidy as part of the Annual General Adjustment 2025	Policy	22 May 2025
SOU	Excluding Flexible Childcare Assistance and Training Incentive Allowance from Youth Money Management	Policy	May 2025 (TBC)
APH	Independent Children's Monitor Board: Appointments	Strategy & Insights	3 June 2025 (TBC)
APH	New Zealand Artificial Limb Service: Appointment	Strategy & Insights	July 2025 (TBC)
APH	Social Security Appeal Authority: Appointments	Strategy & Insights	July 2025 (TBC)

Publications Pipeline

Upcoming Pipeline

The following publications have been completed and will be published on MSD's website.

Title	Description	Publication date
EA effectiveness report for 2022/23 financial year	<p>This annual report updates the effectiveness results of MSD-funded employment assistance interventions for 2022/23. The analysis evaluates the impact of the interventions on participants' outcomes and assigns an effectiveness rating to each employment programme. The report summarizes these ratings based on the level of expenditure in each category from effective through to not feasible to evaluate.</p>	11 April 2025
EA effectiveness report for 2023/24 financial year	<p>This annual report updates the effectiveness results of MSD-funded employment assistance interventions for 2023/24. The analysis evaluates the impact of the interventions on participants' outcomes and assigns an effectiveness rating to each employment programme. The report summarizes these ratings based on the level of expenditure in each category from effective through to not feasible to evaluate.</p>	11 April 2025
Benefit System Performance Report 2024	<p>This report (formerly the 'actuarial report') brings together evidence from a range of sources, including actuarial estimates, to help understand the performance of the benefit system, including long-term implications and opportunities and risks. It builds on the earlier analysis on the benefit system using the 2023 Social Outcomes Model.</p>	April 2025 (TBC)
Employment Investment Strategy 2025-2028	<p>The 2025-28 Strategy is focused on supporting more people into work, reducing benefit dependency and intervening early by targeting investment based on people's employment support needs and their distance from the labour market.</p>	1 July 2025

When parental aspirations aren't enough: An exploration of the importance of parental aspirations in the socioeconomic gradient in child outcomes (Motu)	This research found little evidence that parental aspirations are an important driver explaining disparities in child outcomes for children from low socioeconomic backgrounds.	2025 (TBC)
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Visits and Actions

Upcoming Visits

The following are events that you have planned in the upcoming months.

Date of visit	Where	Purpose of visit
1 April 2025	Wellington Chamber of Commerce	To update Wellington businesses on the challenges within the welfare and employment space, including actions being taken and considered to address those challenges.
11 June 2025	Field Days	To attend Field days in your Ministerial capacity
s9(2)(f)(iv)		

Visit Actions

You have no outstanding actions from visits.

Upcoming Reports

The following are reports to be considered in the upcoming months set out in order of your priorities.

Title	Description	Due Date	Business Unit
<i>Priority 1: Getting people into employment and lifting economic outcomes</i>			
s9(2)(f)(iv)			
Scoping approach for June Cabinet Paper	Joint advice from MSD and MoE to Ministers Upston and Simmonds seeking decisions on scoping and approach ahead of drafting the June VET Cabinet paper.	2 April 2025	Policy
s9(2)(f)(iv)			
<i>Priority 2: Welfare that Works and Reducing Benefit Dependency</i>			
Draft report for the Committee of the Whole House stage of the Social Security Amendment Bill	This report provides you with supporting material on the Social Security Amendment Bill to assist you at the Committee of the Whole House stage of the Bill.	2 April 2025	Policy
Benefit System Performance Report	This report (formerly the 'actuarial report') provides you with a summary of how the benefit system has performed in 2024.	16 April 2025	Strategy & Insights

Priority 4: Other

Corporate accountability

Review of near-final Estimates of Appropriations documents for Vote Social Development (SD) and Vote Disability Support Services (DSS)	This report provides you with the opportunity to review the near-final versions of the Supplementary Estimates of Appropriations 2024/25 and Estimates of Appropriations 2025/26 (Mains) for Vote SD, and for Vote DSS Mains 2025/26.	17 April 2025	Strategy & Insights
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Final confirmation of Estimates of Appropriations documents for Vote SD and Vote DSS	This report seeks your certification of the final Estimates documents for Vote SD and Vote DSS, and for them to be forwarded to the Minister of Finance by end of day 24 April 2025.
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Disability

Advice on MBIE's proposed changes to ACC Hearing Assessment Regulations	Provides advice on MBIE's draft Cabinet paper as it will drive increased costs for MSD	3 April 2025	Policy
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Income support

Final Year Fees Free - Interface with MSD Assistance	Outlines the impact of students' Final Year Fees Free (FYFF) entitlements on income and cash assets for assistance administered by MSD.	9 April 2025	Policy
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Welfare support

Update on Automated Decision-Making remediation timeframes	Provides an update on the implementation of the Automated Decision-Making remediation options.	2 April 2025	Policy
Draft Cabinet paper for agency consultation - Further Automated Decision-Making Legislative Amendments	Seeks your agreement for agency consultation on the Cabinet paper. The Cabinet paper seeks approval on two legislative amendments following further detailed design work.	17 April 2025	Policy

Automated Decision-Making Detailed Design Decisions	Seeks agreement to detailed design decisions for ADM remediation processes being progressed through the Modernisation Amendment Bill.	1 May 2025	Policy
Draft Cabinet paper for agreement to lodge - Further Automated Decision-Making Legislative Amendments	Seeks your agreement to lodge the Cabinet paper. The Cabinet paper seeks approval on two legislative amendments following further detailed design work.	8 May 2025	Policy
Aide-memoire to support the Cabinet paper - Further Automated Decision-Making Legislative Amendments	Aide-memoire to support the SOU and Cabinet paper.	8 May 2025	Policy
<i>Housing support</i>			
Priority One for Social Housing: 12-month report back	Provides an update on the establishment of the priority one fast track for social housing for families with children who have been in emergency housing for 12 weeks or more. This will include further advice on excluding people from priority one who have been in a Kainga Ora tenancy that has been terminated.	30 April 2025	Policy
<i>Family and Sexual Violence</i>			
Report back on the implementation of Budget 2022 family violence prevention initiatives	This is a report back on MSD's implementation of Budget 2022 family violence prevention funding	4 April 2025	Māori, Communities and Partnerships
Services Supporting Men's Behaviour Change – Te Huringa o Te Ao	This report outlines our work on services Supporting Men's Behaviour Change – Te Huringa o Te Ao, including more detailed background and update on recent procurement process	4 April 2025	Māori, Communities and Partnerships

Update on Family Violence Responses	This report gives background on Family Violence Responses and proposed plans to more specifically target this investment in the future.	18 April 2025	Māori, Communities and Partnerships
Reprioritisation of MSD's sexual violence funding	This report outlines two options for your consideration regarding the reprioritised funding through decommissioning two services: Sexual Violence Long-Term Recovery and Care (SVLTREC) and Sexual Violence Prevention (SVPREV). Both options would enable more targeted investment in sexual violence services that have greater evidence bases to support their impact when compared to SVLTREC and SVPREV services	4 April 2025	Māori, Communities and Partnerships
<i>International</i>			
s9(2)(f)(iv)			
<i>Seniors</i>			
Supporting older people with compounding disadvantage – options to influence the updated Better Later Life Action Plan	Consideration of options within the social development portfolio that could influence the upcoming update of the Better Later Life Action Plan.	April 2025 (TBC)	Policy

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