

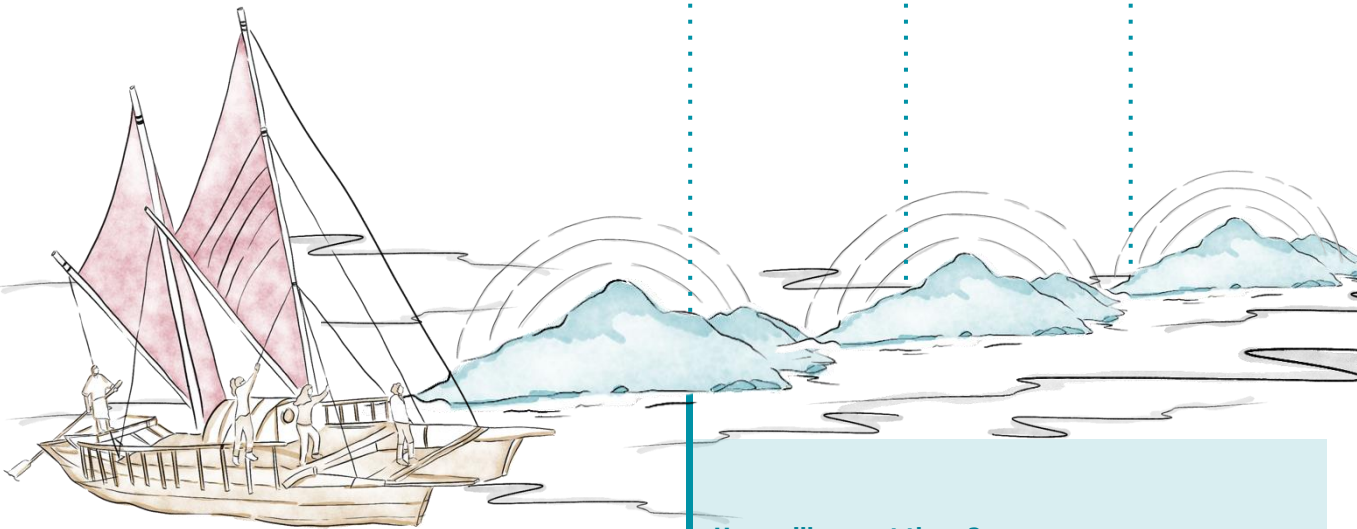


# Te Pae Tawhiti Programme

Navigating towards a future where all New Zealanders can be safe, strong and independent.

## Whakaterere ki Te Pae Tawhiti | Navigating towards our future

Our transformation can be seen as MSD's voyage to Te Pae Tawhiti – our future destination. Te Pae Tawhiti Programme is our plan for how we're going to get there. Te Terenga – the voyage will take multiple years, so we're tackling it in three stages or horizons.



**Horizon 1**  
(2023-6)

**Horizon 2**  
(2026-9)

**Horizon 3**  
(2029-32)

### Where are we now?

Our people do a great job in spite of clunky, ageing systems and complex processes. We have many areas of excellence and strong relationships with our partners. But it's still harder than it needs to be for people to get the support they're entitled to.

Meanwhile, demand for our services, and the complexity of need is increasing. To meet the current and future needs of Aotearoa, MSD needs a multi-year transformation.

### How will we get there?

We're working on a new approach to delivering MSD services, that will better meet the needs of New Zealanders.

It will involve significant changes to underlying systems, simpler processes, and redesigned services that put people, families and community first.

We're calling this our **Future Service Model**.

### Where do we want to get to?

Our strategic vision Te Pae Tawhiti (the distant horizon) sets out the shifts we need to make to achieve our purpose, helping New Zealanders to be safe, strong, and independent. This is our destination.



**Mana Manaaki**  
A positive experience every time

**Kotahitanga**  
Partnering for greater impact

**Kia takatū tātou**  
Supporting long-term social and economic development

Te Pae Tata describes how these shifts will be realised for Māori. Pacific Prosperity describes how these shifts will be realised for Pacific peoples.



### What will it mean when we arrive?

- **New Zealanders get the support they're entitled to, every time**
- **Well-designed and intuitive systems and processes make it easy for everyone** to do the right thing, reducing debt and hardship
- **Joined-up support for training and employment helps** more New Zealanders into sustainable work
- **Flexibility and agility** to respond to unexpected events, government priorities and the changing needs of New Zealanders in the future
- Working in partnership we achieve **better long-term outcomes for all** including equity of outcomes for Māori as tangata whenua, and for Pacific peoples and other priority groups.



# A model that puts people and whānau at the centre

Redesigning the way we deliver services, whether directly or through partners, will mean everyone can focus on what really matters – giving people the support they’re entitled to, and meeting their immediate and longer-term needs.

A service that provides mana manaaki - **a positive experience every time** - where people feel respected and can get help promptly, without having to tell their story over and over.

**Support tailored to individual need** - from simple, online applications right through to high intensity case management for people with more complex needs.



Connecting people with **partners**, including employers, will be joined-up and seamless.

Working alongside people to help **sustain outcomes**.



**Responding early** before people are in crisis. We'll work with people directly or with partners if they're better placed to provide early support.

## MSD's Future Service Model

Better **systems and processes** mean we can **respond faster** to Government priorities and in emergencies.

Modern **digital options** will mean people can do most things online if they want to.





# Four service changes

Bringing our Future Service Model to life.

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

### Horizon 1 (2023-6)

#### Service experience

- Client Engagement Practice
- Kotahitanga
- Employment Service

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



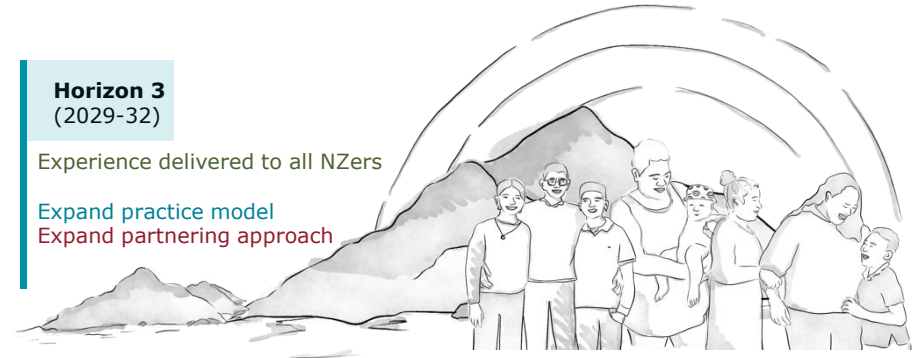
### Horizon 2 (2026-9)

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



### Horizon 3 (2029-32)

Experience delivered to all NZers  
 Expand practice model  
 Expand partnering approach



#### Service Experience

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

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



Our clients

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



Our people

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

#### Client Engagement Practice

Making the most of every contact we have with clients.

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



Our people

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



Our clients

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

#### Kotahitanga

Better partnering and commissioning

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



Our partners

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



Our people

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

#### Employment Service

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

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



Job seekers

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



Employers

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