



Contract management changes for partners webinar Q & A

Webinar Goal	To provide MSD's supplier and partner network an opportunity to hear from the project team on the up-coming changes, what they mean for them, what's not changing, and how they will be supported.
Target Audience	MSD Social Sector contract holders and partner representatives involved in operational delivery.
Webinar Title	Changes to the way MSD manages social sector contracts
Platform	Zoom
Date	20 November, 2025
Start Time	9:30am
Webinar Facilitation	<p>Presenters</p> <p>Judd Baker, Director – Kotahitanga, Services and Contract Management</p> <p>Josh Kurene, Manager Contract Administration and Management – Services and Contract Management</p> <p>Hine Haimona, Lead Advisor - Services and Contract Management</p> <p>Devin Richards, Relationship Manager – Waikato/Hauraki, Services and Contract Management</p>

Questions	Answers
Do the changes affect our contracts or funding?	<i>No, contracts and funding remain the same as they are today.</i>
Will the change impact Work and Income clients and payments?	<i>No, the changes only applies partners who hold current contracts with MSD.</i>
Where do we go and who do we contact if we need support or	<i>Your contract manager or relationship holder is your first point of contact for support. Helpful</i>

<p>guidance in the Supplier/Partner portal?</p>	<p><i>resources for partners are on our website here, and include:</i></p> <p><i>User guides, quick reference guides, instructional videos and FAQs.</i></p> <p><i>Supplier/partners can also contact us by email on Community_Information@msd.govt.nz.</i></p> <p><i>From 24 November partners can call the dedicated help desk on 0800 808 770 from 8.30am to 4.30pm Monday to Friday.</i></p>
<p>Will the portal show the same funding opportunities as GETS?</p>	<p><i>We post closed tender opportunities to the supplier/partner portal but might not post these to GETS. "All opportunities posted to GETS will also be published on the portal.</i></p> <p><i>The supplier/partner portal is MSD's hub for sourcing activities. The portal includes submission instructions, key dates, and evaluation criteria.</i></p> <p><i>Please respond to funding/negotiation opportunities within the supplier/partner portal.</i></p>
<p>Will the change impact invoices already sent, or do we need to resubmit them to include the new purchase orders?</p>	<p><i>No, only invoices due and sent post 24 November will need to include the purchase order numbers with guidance available here</i></p> <p><i>Any questions about your purchase order numbers can be forwarded to the person who manages your contract, or you can contact us via Community_Information@msd.govt.nz and a dedicated help desk on 0800 808 770</i></p>
<p>Can multiple provider contacts receive the 'e-signing a contract' information e.g. legal reviewers before the signatory.</p>	<p><i>Yes, discuss need for additional reviewers and signatories with you the person who manages your contracts.</i></p>