



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

Changes to the way MSD manages social sector contracts

20 November 2025, 9.30am

WEBINAR STARTING SHORTLY



Agenda

9.30am:

Karakia

Tūtawa mai i runga

Tūtawa mai i raro

Tūtawa mai i roto

Tūtawa mai i waho

Te mauri tū, te mauri ora, ki te katoa

Haumi e, hui e, tāiki e

9.30am:

Host Introductions

- Hine Haimona
- Judd Baker
- Josh Kurene
- Devin Richards

9.40am:

House keeping

- Q&A
- Webinar recording



What's changing?

- On **24 November**, we're making some important changes to how we manage contracts. These updates are designed to streamline processes, reduce administrative effort over time, and strengthen collaboration between your organisation and MSD, reflecting our commitment to making it easier for you to focus on supporting New Zealanders.

What's not changing?

- Your contract, funding, and key contacts remain the same. Your contract manager will continue to guide you through the changes we're making.

What does the change look like for partners?

- Supplier/Partner portal access, visibility to contract information at any time.
- Ability to update organisation information, address, bank details and assign access and roles to staff.
- Ability to view and respond to procurement opportunities within the supplier/partner portal.
- Introduction of purchase order numbers to streamline the payment process.
- Electronic contract signing.

External Partner Advisory Group



The External Partner Advisory Group is made up of representatives from community organisations who provide trusted advice and insights to guide the implementation of MSD's contract management and system changes. The group ensures partner voice guides decisions, helps align changes with partner priorities, and supports clear communication and engagement. It acts as a sounding board for key messages, partner support resources, identifies risks early, and promotes a partner-focused transition.



Common questions

Purchase orders and invoices

Why do we need purchase order numbers before our invoices get paid?

Purchase order numbers will need to be included on invoices and will improve transaction visibility and speed up payments.

What needs to be included on my invoice?

Invoices still need to meet MSD invoice requirements and include your purchase order number; client information **must not** be included on any invoices. See the [Invoice Guide](#) for further instruction

How will I send my invoice to MSD?

Partners continue to send their invoices to MSD as they do now.

Additional FAQ information can be found on our website [FAQ Information](#)

RealMe

What is a RealMe login

RealMe is a secure authentication system used to access multiple online services with one username and password.

Do I need to create a RealMe login for work related tasks and a separate login for personal tasks?

No, you only need a single RealMe account to validate your access to personal and work-related tasks or government services online.

Any questions about your RealMe account or login access you can visit the RealMe [here](#) to review questions and answers or give the RealMe helpdesk a call on 0800 664 774.



Support post 24 November

MSD Website – Social sector partner changes

Information and resources about the change

[Social sector partner changes - Ministry of Social Development](#)

Detailed user guides

Step by step instructions to navigate the Supplier/Partner portal.

Quick reference user guides

Guides for frequently performed tasks.

Instructional videos

Video tutorials to guide you through key functions in the portal.

The person who manages your contract or relationship manager

If you need further support, contact your contract manager or relationship manager.

0800 Helpdesk

Contracted Services Helpdesk available from 24 November – 0800 808 770.



What's next?

- **Questions to contract manager or**
Community_Information@msd.govt.nz
- **Webinar recording, Q&As and slides sent to**
registered attendees.
- **Information and support resources for partners**
are on our website [Social sector partner changes -](#)
[Ministry of Social Development](#)
- **Changes and use of the Supplier/Partner portal**
go live Monday 24 November. Links to access to
system will be sent to you.



Karakia

E te atua

Mannakitia mai mātou i roto i tēnei rangi

Tō aroha, tō kaha, tō matauranga

I roto i tō ignoa tapu

Ake, ake, ake

Amene