

Ministry of Social Development - Frontline Staff to Maintain Service Levels

Supporting the ability of the Ministry of Social Development (MSD) to respond to sustained high demand for income support and employment services

Wellbeing Budget 2023

This initiative ensures MSD can maintain frontline service levels to respond to sustained high demand for services.

The Government is investing \$95.550 million over three years (2023/24 to 2025/26) to ensure MSD can maintain frontline income support and employment service levels to New Zealanders, following the ending of COVID-19 funding.

- This initiative funds the retention of 490 full-time equivalent frontline staff for two years, for a total of 6,595.9 FTE. This 490 FTE is dedicated to frontline staff and includes case managers, customer service representatives and central processing staff.
- Without this funding, due to the end of time-limited funding, MSD would need to reduce its frontline staff to 6,105.9 FTE by June 2023.
- This allows MSD to maintain service levels in response to sustained high demand for its frontline services.
- Without these extra staff, MSD clients would face longer call wait times, increased backlogs and delays in getting support. It would also mean staff would need to be diverted to income support activities, and away from employment, which would lead to decreased transitions from benefit into paid employment.
- This funding will allow MSD to continue delivering income support to those in need, and to maintain its employment focus. MSD supports around 60,000 clients with active case management, leading to positive employment outcomes.

Costs (\$m, operating)	2022/23	2023/24	2024/25	2025/26	2026/27	TOTAL
		35.796	47.822	11.932		95.550