

## Overview of key investments to overhaul the welfare system since 2017

### Ensuring income is accessible, increasing income support and addressing debt

<b>Initiative</b> <ul style="list-style-type: none"> <li>2018 Families Package           <ul style="list-style-type: none"> <li>Introduced Best start and Winter Energy Payment</li> <li>Extended paid parental leave</li> <li>Increased Accommodation Supplement</li> <li>Increased rate of OB, UCB and FCA</li> <li>Increase to Minimum Family Tax Credit threshold</li> </ul> </li> <li>Raising main benefits</li> <li>Indexation of main benefit rates</li> <li>Child Support Pass-on</li> <li>Permanently increased hardship assistance income limits</li> <li>Special needs grants for dental treatment</li> <li>Childcare Assistance</li> <li>Changes to WFF as part of Families Package and on 1 April 2022</li> <li>Lifting abatement thresholds for those on benefits who work</li> </ul>	<b>Investment</b> Invested <b>\$12.591 billion</b> into a range of initiatives that help individuals and families.	<b>Objective</b> Work to address income adequacy, targeted support, addressed client debt and increased accessibility to income support and improving full and correct entitlement.
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### Outcomes

Invested approximately over  
**\$14.6 billion**  
 in overhauling the welfare system.



**109,000 families and whānau**

with children will be, on average,

**\$181 a week**

better off as a result of changes made by the Government since 2017.



**129,000 Māori**

individuals and families are on average

**\$119 better off**  
per week.



**38,000 Pacific**

individuals and families are on average

**\$127 better off**  
per week.



**242,000 beneficiaries**

without children are estimated to better off by on average

**\$82 per week**  
due to changes since 2017.



**351,000**  
individuals and families and whānau on benefits will be better off, on average,  
**\$113 a week**  
by April 2022 due to changes since 2017.



**96,000 sole parents**

on benefit will be better off, on average, **\$172 a week** by April 2022 due to changes since 2017.



As of 2020/21 there were  
**66,500** fewer children in low-income households on the after-housing costs child poverty measure, **26,700** fewer on the before housing-cost measure, and **21,900** fewer children experiencing material hardship



There were **113,400 work exits**

in the year to June 2022, the highest number since electronic records began.



**79%** of those completing the Heartbeat survey gave a **positive score** for their experience with the person they spoke with.

### Reducing barriers, improving and expanding employment services

<b>Initiative</b> <ul style="list-style-type: none"> <li>Improved access to Driver's licence</li> <li>Māori Trades and Training Fund</li> <li>Training Incentive Allowance</li> <li>Employed up to 263 new frontline staff</li> <li>Mana in Mahi</li> <li>Flexi-Wage</li> <li>Apprenticeship boost</li> <li>Employment service and products</li> <li>Meeting increased demand for employment and income support</li> </ul>	<b>Investment</b> Investments made on employment and training interventions has been <b>\$868.032 million</b> .	<b>Objective</b> Interventions that reduce barriers for New Zealanders to enter sustainable employment and/or training. These Programmes focussed on delivering positive outcomes for people at-risk of long-term benefit receipt.
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### Improving supports and services for disabled people, people with health conditions and their carers

<b>Initiative</b> <ul style="list-style-type: none"> <li>Increased funding to Disability Sector in Budget 2019 and 2021</li> <li>Changes to Work Capacity Medical Certificates</li> <li>Strengthen MSD's Office for Disability Issues to improve support and advocacy for disabled people (before the establishment of Whaikaha)</li> </ul>	<b>Investment</b> Investments made into the disability sector total <b>\$123.544 million</b> .	<b>Objective</b> Funding that sought to improve the wellbeing of disabled people, people with health conditions and their whānau through helping them to be earning or learning and having equal access to Government information through more accessible formats.
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### Enhancing the community sector

<b>Initiative</b> <ul style="list-style-type: none"> <li>Strengthening the capability of the Community Sector</li> <li>Social Sector Commissioning Action Plan 2022 to 2028.           <ul style="list-style-type: none"> <li>This enables government and non-government agencies, tangata whenua and communities to more effectively contribute to the purpose of people, family and whānau living a life they value.</li> </ul> </li> <li>Establishment of a Social Sector Commissioning hub</li> </ul>	<b>Investment</b> Total investment into enhancing the community sector has been <b>\$297.369 million</b> .	<b>Objective</b> Work to transform the way that supports and services are commissioned by adopting relational approaches to commissioning across the social sector. Relational approaches place trusted relationships at the core of commissioning, not contracts and procurement rules. Add value to existing reform programmes through addressing system barriers and policy issues common to government agencies but which are outside the mandate of any one agency.
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### Review of obligations and sanctions

<b>Initiative</b> <ul style="list-style-type: none"> <li>Section 192 removed in 2019           <ul style="list-style-type: none"> <li>this reduced the benefit of sole parents who do not meet specific Child Support obligations.</li> </ul> </li> <li>Subsequent child policy removed in 2021           <ul style="list-style-type: none"> <li>this impacted eligibility for Sole Parent Support with an obligation to return to work earlier if the parent has an additional child while receiving a main benefit.</li> </ul> </li> </ul>	<b>Investment</b> <b>\$117.41 million</b> on removing sanctions.	<b>Objective</b> The Government's commitment to remove ineffective sanctions that negatively impacts on individuals and families.
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### Housing

<b>Initiative</b> <ul style="list-style-type: none"> <li>Supporting people who are in Emergency Housing with Intensive Support Case Management.           <ul style="list-style-type: none"> <li>This was in addition to services introduced as part of the Homelessness Action Plan including Navigator Support Services, Housing Brokerage, Ready to Rent Programmes and Flexible Funding.</li> </ul> </li> <li>Supporting clients on the Public Housing Register</li> <li>Housing-Related Hardship Assistance – Improving Support For Housing Insecure and Low-income New Zealanders</li> <li>2018 Public Housing Package           <ul style="list-style-type: none"> <li>Operating Funding</li> <li>Transitional housing</li> <li>Housing First for homelessness</li> <li>Frontline housing services</li> </ul> </li> </ul>	<b>Investment</b> Invested <b>\$560.818 million</b> in housing initiatives.	<b>Objective</b> Initiatives that responded to the increasing demand for support for those experiencing urgent housing need. Support provided to help manage more effectively the Public Housing Register. People are assisted into a private tenancy and if necessary provided with adequate financial support to maintain that tenancy.
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### Culture change

<b>Initiative</b> <ul style="list-style-type: none"> <li>Front of House changes/Service Centres for the Future</li> <li>Heartbeat Client Experience Surveys</li> <li>Client commitment</li> <li>Ensuring a safe and secure environment at MSD for clients and staff</li> </ul>	<b>Investment</b> Invested <b>\$78.916 million</b> in improving service culture changes.	<b>Objective</b> Changes made to our Service Centres to make them more client friendly. Survey gives clients the chance to share their experience with MSD to help MSD improve their services.
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