



Work and Income  
Te Hiranga Tangata

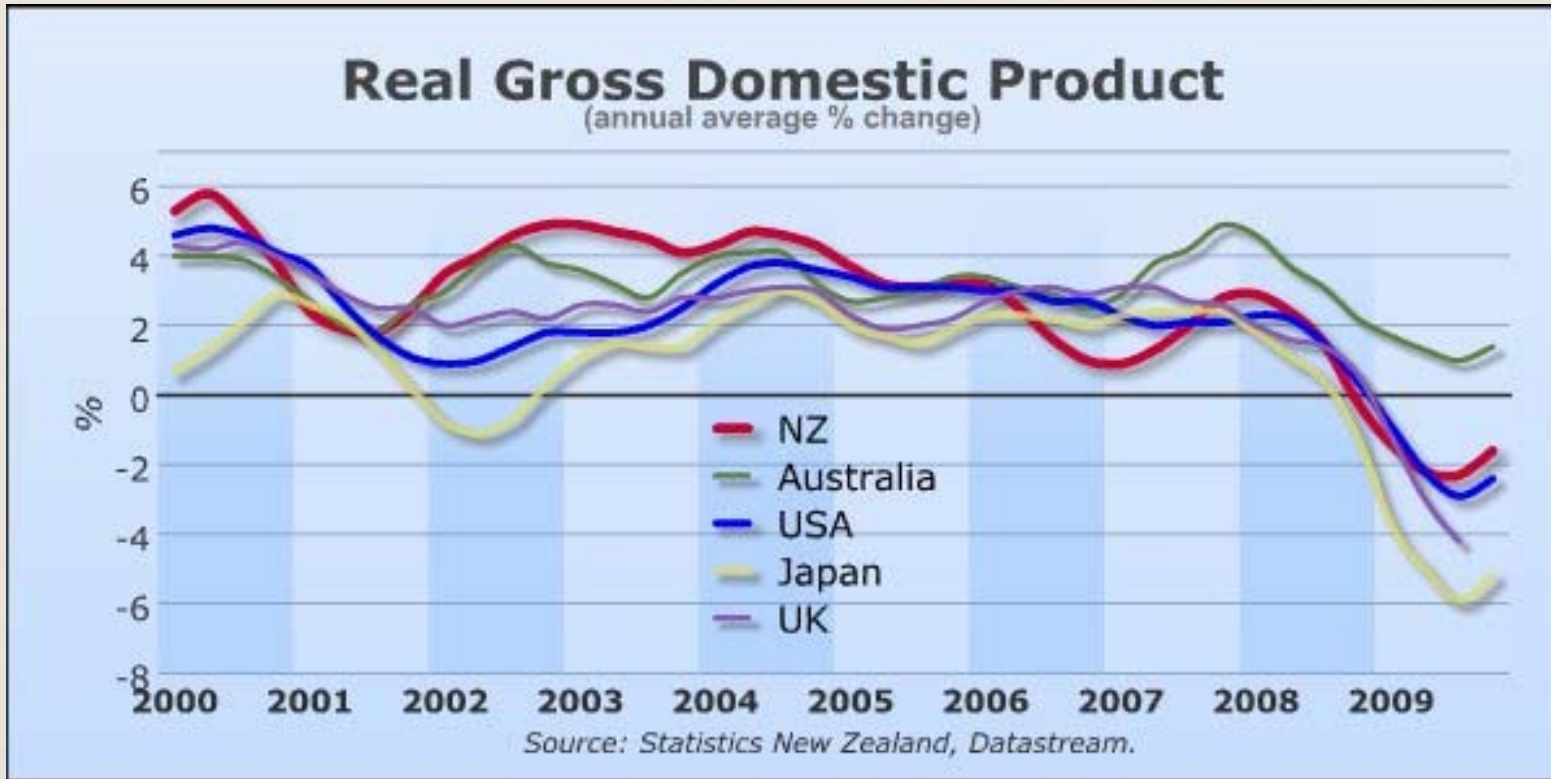
*A service of the Ministry of Social Development*

# Focusing on Employment

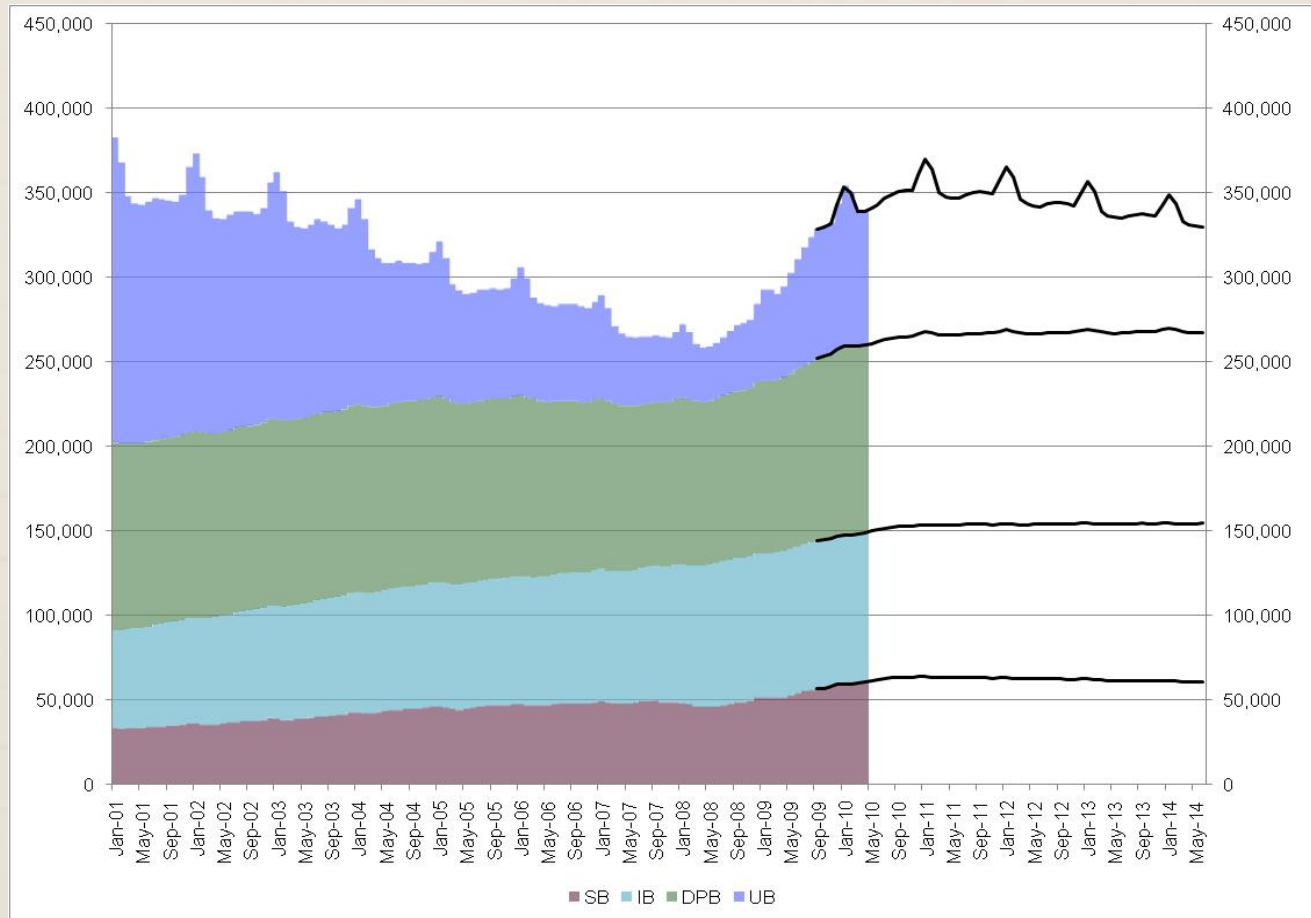
June 2010



# The New Zealand Economy



# Demand for Our Services



# Job Search Service for Job Seekers



Work and Income  
Te Hiranga Tangata

A service of the Ministry of Social Development

## Job Search Service – Job Seekers

Key:

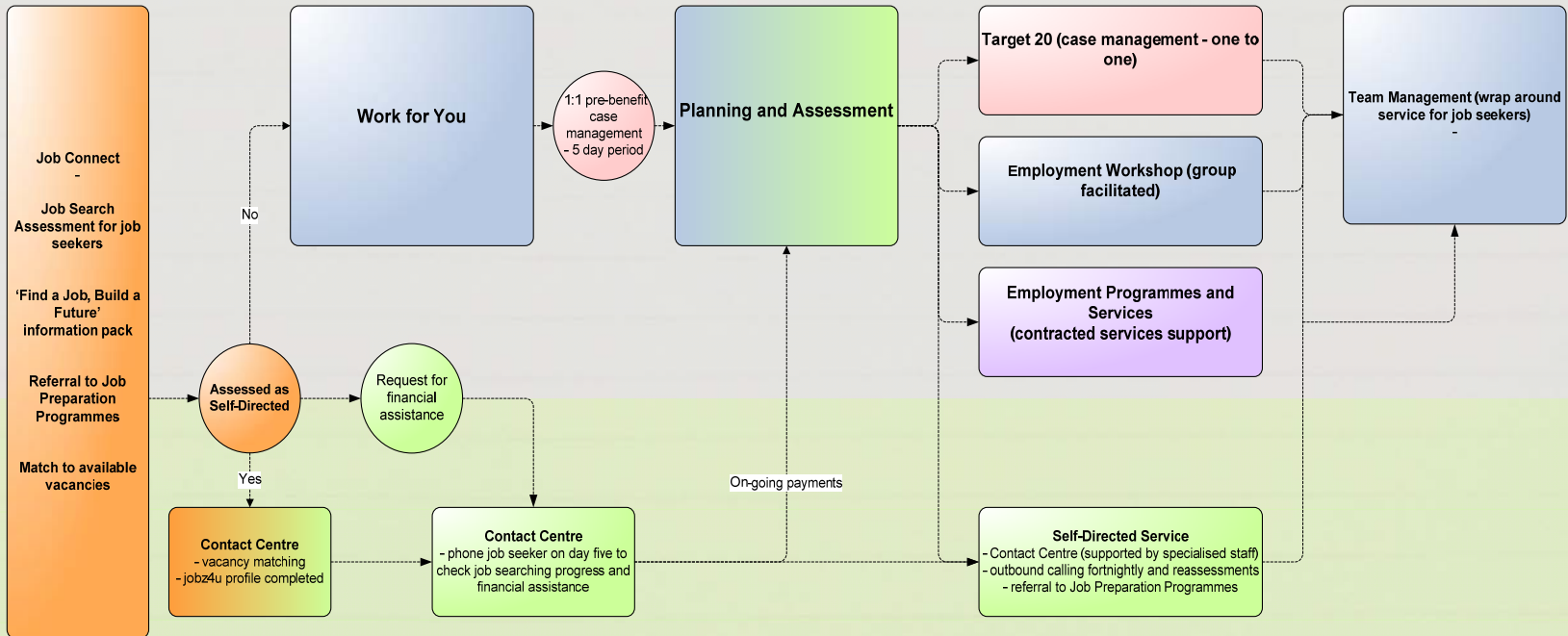
Initial Contact

Central Service

Self Directed Service

Initial Contact - Day One

Week 13 to Week 26



# Assisting People into Work

**Employment Assistance** – End to end assistance ranges from pre-employment programmes to post placement support

**Contracted programmes and services** - Work with providers to deliver customised programmes based on local labour market conditions

**Industry Partnerships** - 84 Industry Partnerships consisting of tailored training and employment packages

**Financial support** – Create financial incentives for both employers and job seekers to enter the labour market

# Our Current Response

We are focusing on lifting our productivity through:

**Differentiated service intensity**

**Multiple service channels**

**Technology enhancements**

**Business process re-engineering**

# Results so far

- **Unemployment** – 11,000 fewer people on unemployment benefit than forecasted. We have halved the rate of growth for Invalids' Benefits
- **Triage** – Maintained a 40% triage rate during a time when the number of job seekers doubled
- **Lean Six Sigma** – Increased Case Manager capacity by 30%
- **Youth Opportunities Package** – Created over 8,000 job opportunities. Of the 1,700 young people that finished a placement 85% have stayed off benefit
- **Integrated Service Response** – Supported over 1,000 families through our Integrated Service Response