

work matters, people count – Work and Income’s plan towards 2012

our stake in the ground

Work Matters, People Count is our vision. It guides everything that we do to achieve our priorities. We know, across Work and Income, that if we are true to our vision, we are on the right track.

our values

Our people and the people we work with can rely on our values every working day:

- we put people first
- we team up with others to make a bigger difference
- we act with courage and respect
- we are ‘can do’, and we deliver
- we empower others to act
- we create new solutions
- we honour achievement.

Above all, we do the right thing for New Zealanders.

our place, our people

We are friendly, efficient, and easy to deal with and everyone has their chance to work or play a part in their community. People like to come to our place – to work or for assistance. Everything we do is of value for New Zealanders and the Government.

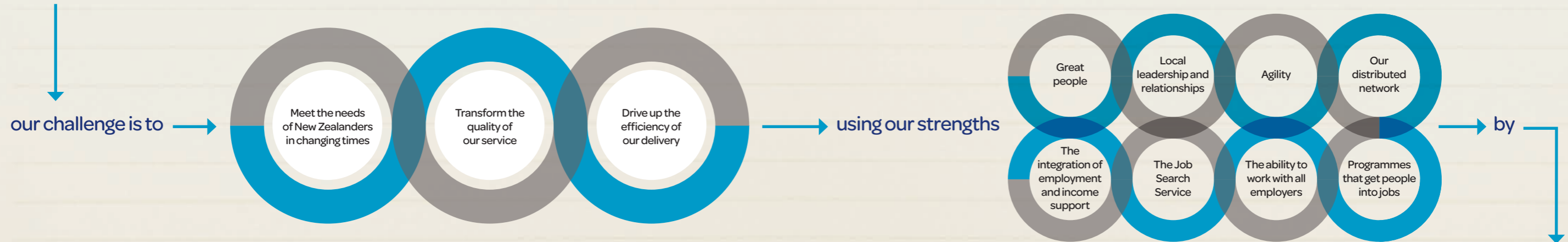
We have simple systems, we use simple language and everyone knows what is going on. Our smart partnerships with employers and non-governmental organisations mean we work well together and we all achieve. We encourage our staff to be the best they can be. Our people have the skill, capability and energy to deliver. We challenge ourselves to be the best we can be, every day.

what we stand for

We respect the expertise of our people, whose clear focus is to make a difference in the lives of New Zealanders. We respect the people we work with and their ability to decide what is best for them. We want people to get a job that lasts. If this is not possible, we want everyone to actively engage in their own community.

our bottom line

We get people jobs and we pay income support.



Focus 1 responding to the economy

Work is the circuit breaker. We connect our jobseekers with employers and work.

We are the supply side of a workforce. We work with people to ensure they get a job and stay there.

we will:

- **strengthen** and refine the Job Search Service
- **ensure** low income earners get the support they need to remain in work
- **deliver** new programmes quickly and efficiently
- **ensure** the training we buy gets our people jobs
- **focus** on those having the hardest time entering the workforce, where we will:
 - **focus** on early return to the workforce for sole parents
 - **invest** in all young people ensuring they are in work or training and education for work
 - **give** priority to Māori and Pacific jobseekers
 - **increase** support for people on sickness and invalid's benefits to get back to work.

Focus 2 jobs with a future

We partner with industries and employers to create work for people.

We provide employers with work ready workers and services tailored to their needs. Our partnerships also increase an employer's capability and the resilience of their workforce.

In tougher times, we support employers and their workers at risk of being made redundant to remain in their workplaces.

we will:

- **strengthen** our approach with business and employers
- **increase** the productivity of our partners through enhanced industry partnerships
- **provide** online employer services
- **ensure** we list the right jobs
- **ensure** our jobseekers have access to the widest range of jobs
- **improve** the resilience of our jobseekers in the workforce
- **ensure** we are proactive in providing our in-work support and services to workers at risk of being laid-off.

Focus 3 partnering for results

Strong relationships are at the heart of working successfully in the social sector. We want to build relationships that last.

We know that working through community based social services is sometimes a more efficient response to community needs. We work alongside community groups and often contract their services.

We also know that utilising our Ministry, Government and non-government organisation colleagues, is the best use of our common resources.

we will:

- **use** our Integrated Service Response to help those who need it
- **implement** an integrated outcomes monitoring framework
- **expand** Community Links
- **increase** our capacity to create effective partnerships for efficient delivery
- **champion** a joined up Ministry wide approach to use our shared resources more effectively.

Focus 4 value for money

We are committed to financial sustainability. We are committed to streamlining our systems by removing duplication and rework to use our resources better.

We know our systems need to be redesigned to provide self help options wherever possible. We want to use face to face time with people in the best way, only when there is a need and it benefits us both.

we will:

- **implement** technology to streamline our service
- **deliver** on our financial plan to achieve increased economy, efficiency and effectiveness
- **implement** on-line services
- **embed** the Lean Six Sigma method
- **reduce** the number of letters we send
- **streamline** our application forms.

Focus 5 organisational excellence

We value excellence in everything we do - not just what we do but how we do it.

We know that excellence and consistency go hand in hand.

We know that our values, expectations, culture and practices must be clear and supported by the right training.

we will:

- **treat** people as we would like to be treated
- **ensure** we have the right leadership in place to enable our people to succeed
- **build** on our strengths by providing staff with the right training
- **ensure** our training reinforces our values, expectations and what we stand for
- **increase** the engagement of our people year on year
- **measure** what matters.