



February/March 2016 Update

Redesign of budgeting services – insights and current experiences of clients

Welcome to the latest update on the redesign of budgeting services. This work is looking at how might MSD support, fund and deliver services, initiatives and community change activities to increase financial capability for people in hardship.

This update covers:

- insights and current experiences
- this month's progress
- next steps
- communications
- changing our service and project name
- financial capability news
- how to contact us.

We continue to be gifted time and expertise into the co-design process from those who work on the frontline to those who support the sector. Thank you.

Sometimes the shared expertise confirms what we have discovered or now developing. Other times we learn what needs to be refined, discarded or is a critical factor for success.

Besides getting in-depth feedback, a common theme we are hearing regardless of our role and organisation is that we all want to make a positive difference for the clients we work with.

Insights and current experiences (attached document)

The **attached document** details the *insights and current experiences* of clients using the service. This work has been developed over the past few

months, and started with the first workshop in September and interviews with clients and budgeting advisors in October. We hope to send further information like this over the coming month.

This month's progress

February has been very busy with small workshops, design sessions and work on other parts of the project that will assist with future purchasing and procurement.

- We gathered 111 ideas from the workshops and throughout the process, and themed them into 39 ideas which were clustered into 11 service concept ideas. All ideas will be collated into a final document for us to continue to work on.
- We selected the service concepts in terms of what would make the biggest difference for the client and the system.
- We have taken six of those service concepts and had 12 people from budgeting services and the financial capability system helps us develop them into prototypes.
- Besides the willingness to experiment and work with the unknown, they brought city, rural, or Maori/Pacific cultural viewpoints. Our aim was to fail fast and learn what would make the real difference.



Idea-to-service concept development workshop

- In the first week of March we took these prototypes out to some budgeting advisors and clients to learn what works, what is being done now, and what doesn't fit.

- We did some in-depth phone interviews with some rural providers who have given us more insights and confirmation on some ideas we are having.
- We ran a training and workforce capability workshop in Christchurch. This gave us the opportunity to update those in the South Island about the work, get input into client information, and learn about workforce capability from their experience.



Training and workforce capability workshop in Christchurch

Next steps

By the time you receive this update, we will have hosted a workshop with people from umbrella and non-umbrella organisations to get their feedback on a proposed purchasing and procurement approach for the new service design. We will be sharing this work with the sector as well.

- We are doing some final prototyping in Wellington with Pacific and Work & Income reps.
- We will begin refining the service concepts and undertaking final development of the blueprint to be ready for sign-off and the implementation stage.
- We are working to some key milestones, so that providers have enough time around procurement and the new service for 1 November. For this part of the work, we are also being guided by the principles of the Community Investment Strategy.

Communications

- Over the next two months we will be sending you information on the new service design and procurement news. We are looking at ways to do this so that everyone gets the same information in a timely manner.
- Please make sure you are registered at www.GETS.govt.nz for the latest procurement information. We will also send information out via the update.

Changing our service and project name

We heard very clearly from the sector before and during this process, that what you do is “more than just budgeting”. This has been confirmed by clients and others in the sector.

To recognise this, we expect in the coming month to change our service name from budget services and the redesign of budgeting services project to something that reflects the MSD focus around increasing financial capability. This will include changing the email address.

For the time being we have a working title of ‘increasing financial capability services’. If you have an idea of what we should name the service, please send it in.

Financial capability news

The Commerce Commission have just launched an original animated TV series called *It’s All Good* to raise awareness on consumer rights.

This initiative resonates with our co-design work, with those we talked to us telling us that most clients do not know about their consumer rights and get themselves into high interest debt. You gave us ideas around awareness and social change campaigns to address this.

It’s All Good features New Zealand’s sharpest legal advisor, Aunty and her well-meaning nephew, Herman Faleafa. Herman means well but he often has his head in the clouds and doesn’t think things through, especially when it comes to money. So he needs Aunty and others to keep his feet on the ground.



Check it out and share with your colleagues and clients.

- Look out for the trailer and episodes over the coming weeks on <http://tv.comcom.govt.nz/>
- Check out Aunty's facebook <https://www.facebook.com/AuntyAnswers/?fref=ts>.

Contact us

If you have any questions or comments, please email budgeting_services@msd.govt.nz.

Thank you from the core design team

- *Justine Pivac Solomon – Team Leader Safe Communities, Community Investment, and project leader*
- *Chriss Bull project manager and advisor*
- *People borrowed from other teams and agencies on a part-time basis – Justine, Alistair, Josh, Lindy, Peter (MSD) and Matalena from the Ministry of Business, Innovation and Employment*



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