



25 SEP 2019

On 24 July 2019, you emailed the Ministry requesting, under the Official Information Act 1982, the following information regarding the common transactions for the MSD Result 10 project launched in 2012 and the revised 2021 targets:

- *The number of common transactions completed in a digital environment for Work and Income in the last quarter.*
- *A copy or link to the MSD 2017 post project review for the Result 10 initiative.*
- *The 2021 revised targets for common transactions for MSD.*

On 14 August 2019, following communication with the Ministry, the first part of your request was clarified to:

- *The Results 10 figures across the Ministry separated into the various groups - Working Age, Seniors, Work and Income etc.*

In 2012 the government of the day initiated the Better Public Services Programme (BPS Programme) as a result of Public Service improvements recommended by the Better Public Services Advisory Group. The Programme was government wide and detailed 10 Result Areas. The aim of Result 10 was that: "New Zealanders can complete their transaction with the government easily in a digital environment" and there was a target to increase the percentage of online transactions with government to 70% of all transactions by 2017.

The Department of Internal Affairs (DIA) led Result 10. The Ministry's contributing indicator to the Result was the proportion of applications for financial assistance that were completed digitally. The Ministry contributed to the 70% target by enhancing our digital service channels, matching the needs of our clients for digital interaction and implementing an online application for financial assistance.

The BPS Programme ceased at the end of 2017. The Ministry did not undertake a review of Result 10 upon the cessation of the BPS Programme. As such, this part of your request is refused under section 18(e) of the Official Information Act as this information does not exist.

Since the cessation of the BPS Programme at the end of 2017 the Ministry has continued to focus on improvements to the overall client experience with specific regard to online services. The Digital Government Partnership has set a revised online uptake target of 80% of transactions by 2021. Whilst under the BPS programme, the Ministry reported on the number of 'applications for financial assistance', we now measure the number of 'applications for ongoing financial assistance', which includes re-applications in addition to a client's initial application.

Table One provides the total transaction volume for October to December 2017, the number of transactions that were completed in a digital environment, and the percentage of applications undertaken online.

Table One - transaction volumes for the number of applications for financial assistance during the quarter ending 31 December 2017

	Digital	Total	% Digital
Working Age	123,222	217,145	56.7%
Seniors	4,166	11,461	36.3%
Students	167,411	168,377	99.4%
TOTALS	294,799	396,983	74.3%

The following table provides the total transaction volume for April to June 2019, the number that were completed online and the online percentage. This uses the new reporting measure being applications for ongoing financial assistance.

Table Two - transaction volumes for the number of applications for ongoing financial assistance during the quarter ending 30 June 2019

	Digital	Total	% Digital
Working Age	117,453	242,945	48.3%
Seniors	5,099	13,368	38.1%
Students	37,969	39,431	96.3%
TOTALS	160,521	295,744	54.3%

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter available to the wider public shortly. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response regarding the Result 10 project, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely



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