



Memo

To: Ruth bound, DCE Service Delivery
CC: Out of scope Director Online and Infrastructure
From: 9(2)(a) OIA, Out of scope Interagency Lead
Date: 30 January 2017
Security level: IN CONFIDENCE

MoU - Birth of a Child

Purpose

This memo seeks approval on the Memorandum of Understanding between MSD and DIA for the Birth of a Child data share.

Background

Better Public Services, Result Are 10 seeks the outcome that 'people have easy access to public services which are designed around them, when they need them and is under the guidance and leadership of the Service Innovation Working Group (SIWG) a cohort of executives from nine government agencies, of which the Ministry of Social Development is one (MSD).

To date, 42 different Life events have been identified, 60% of these will involve MSD to varying degrees. MSD is working with the relevant agencies on the five that have been prioritised and will lead the turning 65 life event. (Birth of a Child, Preparing for Study, Victim of Crime, Turning 65, Preparing for Death)

The Department of Internal Affairs is leading the life event for Birth of a Child, and working in conjunction with Ministry of Health, Inland Revenue and MSD, to co design SmartStart.

Current client experience

Prior to 5 December when SmartStart went live MSD clients had to complete a six page child inclusion form, attend an interview and pay \$26.50 to gain their child's birth certificate, in order to have the child included in their benefit, all information government already knows.

Interview times varied between 30 and 60 minutes, and the cost to process, sits at \$15.00 per transaction.

SmartStart experience

Since 5 December SmartStart gave current MSD clients the ability to consent to share their new born child's birth record which will remove the need to complete the child inclusion form, attend an interview (if circumstances don't warrant) and pay for the birth certificate, all at a stressful time.

Operational impacts are positive due to freeing up appointments, and reduced phone calls to contact centres. Plus an improved client experience.

SmartStart is based on extensive customer feedback (including MSD clients) which has received overwhelmingly positive responses.

Operational responsibility

There are 60,000 births in New Zealand each year, of which 6,000 relate to our clients. It is expected not all clients will be willing to share their birth record, and therefore we are anticipating small numbers in the region of 20 per day.

Staff from the Hamilton Processing Centre manually adds the child to the parents benefit and depending on circumstances may book an appointment with a case manager for the parent.

Assumptions about the resource requirements to manually add the child to the parent record are being monitored; depending on volumes, solutions exploring automation of this activity may be explored.

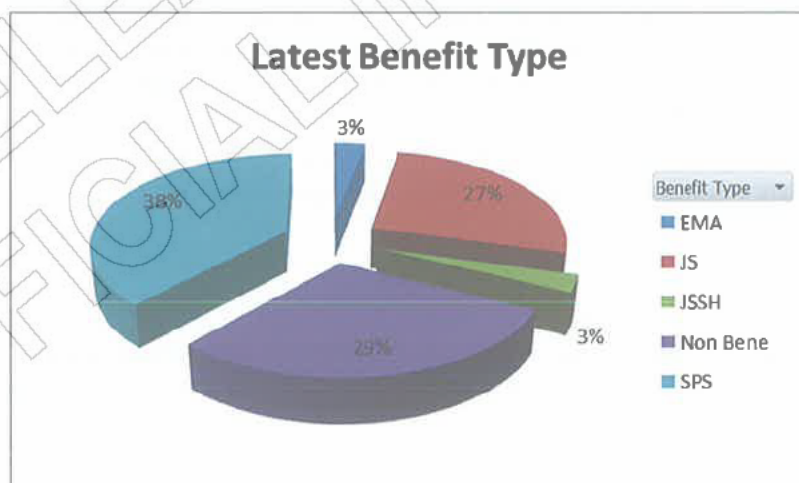
Further analysis will also determine if staff budget need to be reallocated from Regional Services to the Processing centre to support the transfer of activities between the channels.

Since Go Live

As at 20th January 2017, MSD had received 743 birth records from DIA. 56% of these were new records which were created without the parent needing to have an appointment to include the child on their benefit.

Currently parents can use a Plunket book as evidence to include a new born on their benefit and then within 28 days send the birth Certificate to MSD. Parents are still accessing this option and therefore 46% of birth records that MSD have received have already been established, and therefore minimal savings have been realised.

The breakdown by benefit type can be seen in the graph below:



Ongoing work

MSD and DIA have committed to further work and investigation on SmartStart including:

- DIA service fees are not detailed in this MOU and if appropriate are subject to a negotiated agreement between MSD and DIA.
- Miss match process

- Birth records for new clients
- Improved process for Sole Parent clients (in conjunction with Inland Revenue)
- Cost benefit analysis
- Assessment of auto solution

Recommendation

It is recommended that the MoU be agreed too, on the proviso on-going work is to proceed.

Ruth Board 6/2/17



Have signed the MoU noting that any agreement to pay for this interface needs to come to me before being agreed.

RELEASED UNDER THE OFFICIAL INFORMATION ACT