



Application-less child benefit process

Stakeholder Workshop on Good Practice Cases

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Facts & Figures

- 80.000 birth cases per year
- Personal data from 160.000 persons are requested/processed
- Parents have to provide evidence of many different facts
- Up to 6 different (public) authorities are involved
- 80% of children receive family allowance

Directly involved Stakeholders

- **Parents of the newborn**
- **Hospital**
 - Issues the birth confirmation
 - In some cases (city of Vienna) Civil Registry Offices have subsidiaries in hospitals
- **Local Authorities – residence registration office**
- **Local Authorities or federation of civil registration authorities**
 - Civil Registry Office
 - Issues the birth certificate
 - Issues the certificate of citizenship
 - Optional - acknowledgement of fathership
- **Social Insurance Agency**
 - Issues the Social Insurance Number
- **Local Tax Authority (*lost their role in the one-stop-process!!*)**
 - Responsible for application for and approval of family allowance
 - Requires evidence of birth certificate, citizenship, social security number, bank account information ...

Indirectly involved Stakeholders

- **Federal Ministry of the Interior**

- Maintains the interacting registers
 - ZMR – Central residence register
 - ZPR – Central civil register

- **Local authorities**

- „Data initial supplier“ – responsible for the central residence register

- **Federal Ministry of Finance**

- Maintains the technical process of the OOP-Service „application-less family allowance“ (ALF) within the online taxation system („Finanz online“)

- **Federal Ministry of Families and Youth Affairs**

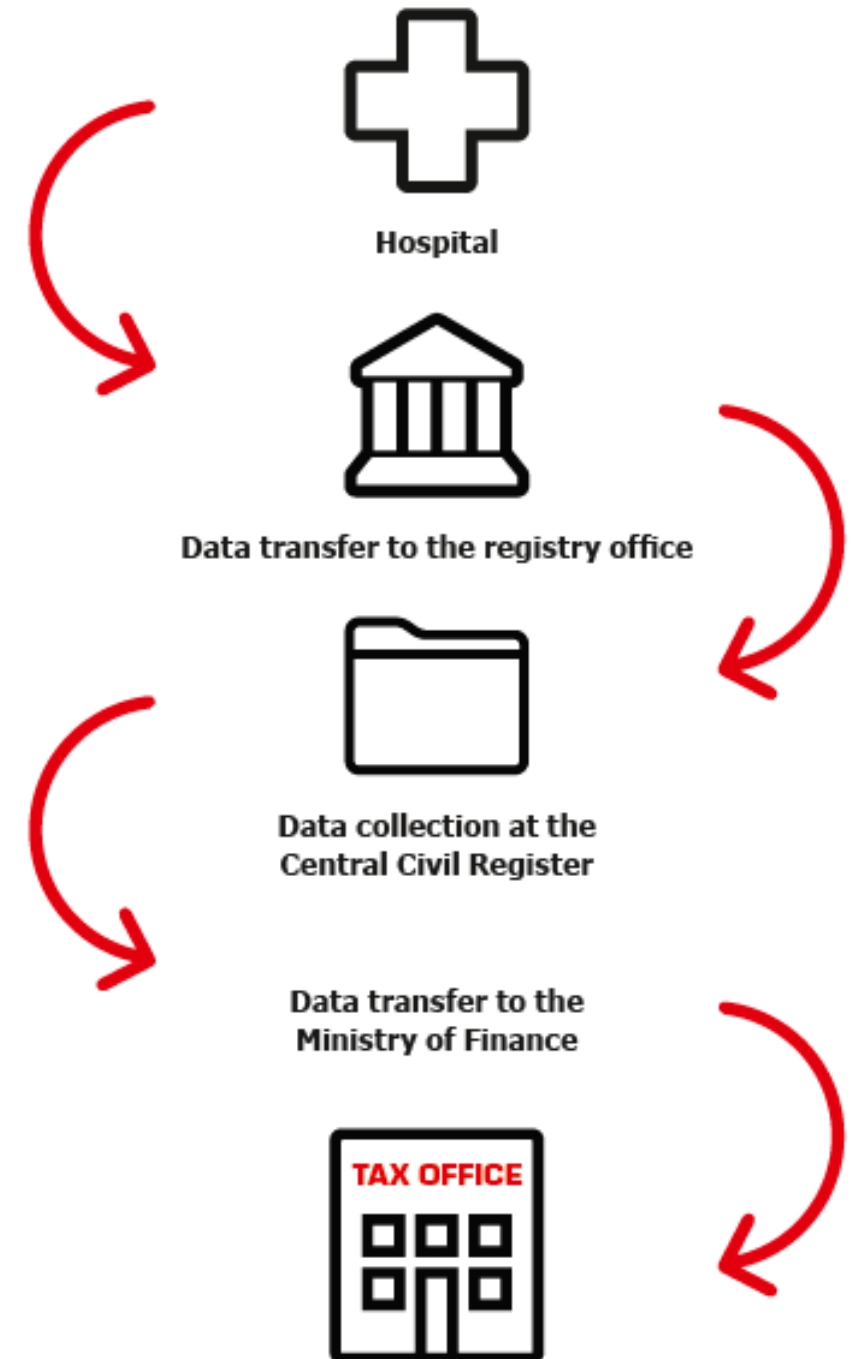
- Responsible for the legal aspects of family allowance
- Provides the rule catalogue for the acknowledgement of family allowance

- **Federal Chancellery**

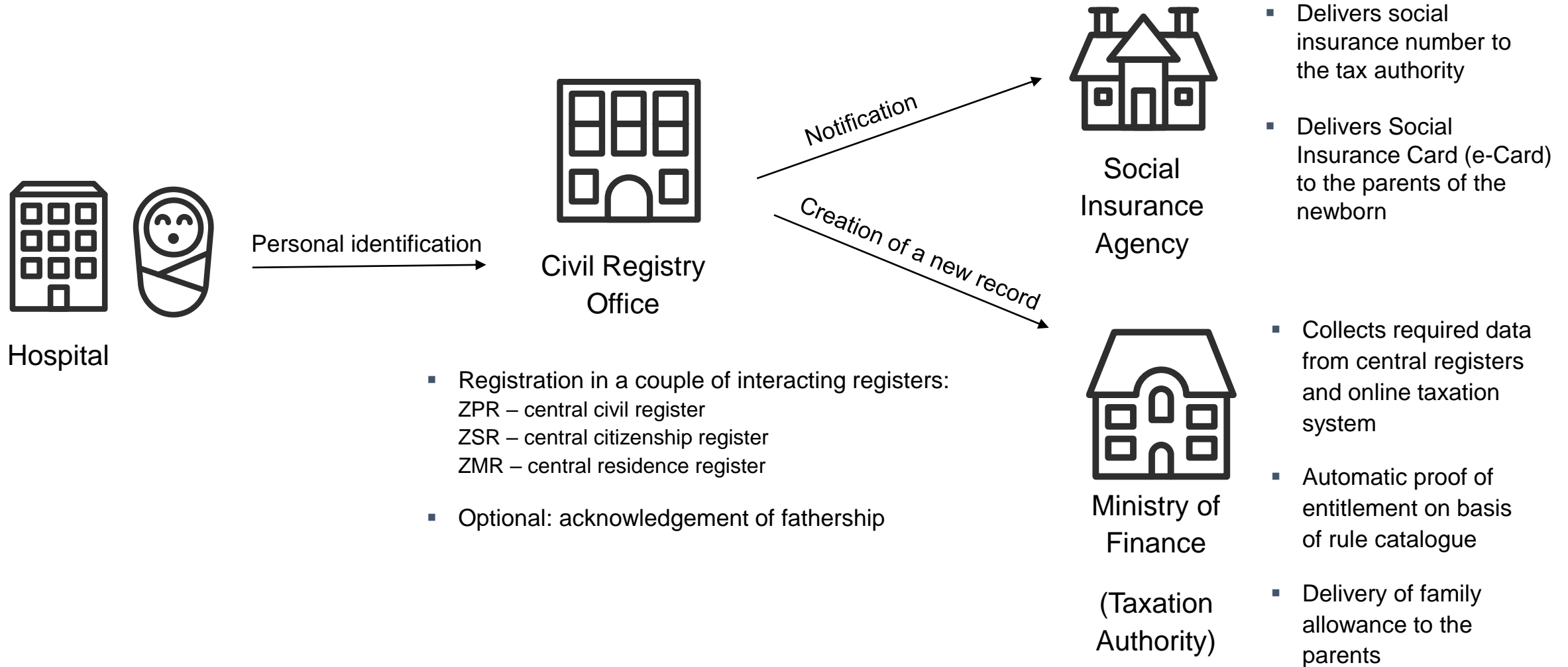
- Responsible for E-Government orchestration on federal level

Cornerstones of the Project

- Service was launched on May 1st, 2015
- **Project Lead by**
 - Federal Ministry of Finance: organization and technology
 - responsible for the processing of the family allowance
 - Federal Ministry of Families and Youth Affairs: processes
 - legally responsible for the family allowance
- **Project was enabled by**
 - Launch of a central civil register in 2014 by ministry of interior
 - Change of legal framework concerning the civil registration („Personenstandsgesetz“) – allows cross-ministral processing of personal data
- **Interministerial cooperation**
 - Project Lead of ALF was invited to participate in the project group for development of a central civil register



Current One-Stop-Shop-Process



Technical Requirements

(from the perspective of the application provider)

- **Financial and personal data** of allowance recipients (=parents) were already available in the online taxation system of the ministry of finance
- Rules for **proof of entitlement** of family allowance -> provided by Ministry of Youth and Family Affairs -> core business logic for the application
- **Access to civil register** -> for automatic notice of new persons (newborns) entitled for benefit
 - Webservice interface to online taxation system was already considered at development of the civil register
 - Civil register and central citizenship register are linked together (both are provided by the ministry of interior)
- **Access to social insurance agency**
 - Delivery of social insurance number for newborns
 - Access through existing webservice interface (no further technical changes were necessary)

Benefits are evident

- **Benefits for citizens:**
 - Reduced administrative burden
 - Simplified, faster and more convenient procedures
 - Social Insurance and Tax Authority deliver their services automatically (non-stop-service)
 - Better coverage of entitled recipients - higher satisfaction
- **Benefits for public administration**
 - Increased efficiency and effectiveness (through co-creation and collaboration)
 - Reduced personal contacts to citizens save resources
 - Seamless process reduces risk of errors
 - Sharing and re-using of data enables legal obligations to be fulfilled faster
 - Better quality of data through single data collection (civil register)
 - Fraud prevention through automatic proof of entitlement on basis of validated data (registers)

Next steps – FABIAN follows ALF ... ;-)

- **Extended Family allowance (FABIAN)**
 - Planned to improve the **whole service delivery process** of family allowance (not only for newborns)
 - E.g. family allowance for students till the age of 25
- **New technologies** will be used
- **Access to further data sources is required**
 - **More personal data** have to be collected and processed (e.g. access to „Bildungsdatenbank“ – database for educational certificates)
 - **Extension of the rule catalogue** (ministry of Families and Youth affairs) and technical implementation has to be done

Thank you!

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