



Memo

To: Debbie Power
From: Liz Jones, Associate DCE
Date: 19 February 2019
Security level: IN CONFIDENCE

DIA Interagency Initiative - SmartStart

The purpose of this memo is to provide a brief update on the SmartStart initiative which has requested MSD commitment to support joint discovery activity as outlined in the DIA briefing to Minister Tracey Martin.

A briefing to MSD LT on wider interagency activity will be presented at the 26th March LT meeting.

Background

SmartStart¹ was launched in December 2016 to support parents having a child, an online integrated access to government services, which allows customers to interact with multiple agencies, and apply for services at a single touch point. A strategic intervention to the following problem statements;

- New parents struggle to navigate multiple agencies to access the services and information they need.
- Those who urgently need to register their baby's birth to access support services found the process difficult, and experienced the most trouble and delays.
- The time after the birth of a child is one of the most challenging in a parent's life so tasks that are normally easy can be challenging

The SmartStart service does not have operational funding in-place from the 2019/2020 financial year on.

DIA Minister Briefing

The minister briefing proposes a funding model for SmartStart and incorporates a roadmap of additional integrated services which are aligned with the Child and Youth Wellbeing strategy and would be delivered over a 3 year timeframe.

¹ www.smartstart.services.govt.nz

The operational costs have been calculated from 2019-2022 and are approximately as follows: \$3.5 million for vendor costs and \$3.5 million for staff costs or \$2.0 million a year with contingency of approximately \$300,000 each year.

MSD Involvement

The SmartStart work programme includes MSD services, in the table below the services that would require significant MSD involvement are shown;

Name	Description
Location Based Services <i>DIA, MoE</i>	Make list of ECE and Primary schools available through SmartStart utilising data.govt.nz (by April 2019)
MSD Childcare Subsidy and OSCAR <i>DIA, MSD, MoE</i>	Investigate the ability to include qualifying criteria and application of MSD Childcare and Oscar Subsidies into SmartStart
Transition from LMC to Well child Provider <i>NZCOM, Plunket, MOH, DIA</i>	40% of new mums are not being transitioned from their LMC to their Wellchild provider within the mandated time. Investigate the process and issues surrounding this and seek to reduce this number utilising SmartStart
Integration of MOH and MoE <i>DIA, MoH, MoE</i>	Triangulation – Birth record, immunisation record etc are required to enrol a child in Early Learning and school. Investigate how these records can be provided to school/ECE administrators more easily – reducing the burden on parents
Integration of Working for Families Tax Credit <i>IR, MSD, DIA</i>	Integrate application for Working for Families Tax Credits into SmartStart in line with Inland Revenues Business Transformation
Integration of Paid Parental Leave <i>IR, MSD, DIA, MBIE</i>	Integrate the application for Paid Parent Leave into SmartStart (investigating the ability for employers, parents and agencies to receive/send information)
Proactive Community Services Card <i>DIA, MSD, MoH</i>	Investigate the ability to proactively provide community service card to eligible parents/families
Fostering and Adopting (including Delegations) <i>DIA, MoH, OT, MoE</i>	Provide access to information for people fostering and adopting; include looking at a way to receive information in regards to the children.

The DIA Life Event Manager (9(2)(a) OIA) has requested MSD support for discovery activity that will investigate and design possible solutions that utilise SmartStart for the MSD services listed above.

The support would consist of MSD staff involvement (funded by MSD) in the discovery activity, resource commitments would be;

MSD Childcare Subsidy and OSCAR – 3 month discovery

Service Delivery	4 x 0.5 FTE	Business Process Analysts
	1 x 0.25 FTE	Business Analyst
		Digital Product Owner
Corporate Solutions	3 x 0.25 FTE	Technology Solution Architect
		Privacy
		Security

Proactive Community Services Card – 3 month discovery

Service Delivery	3 x 0.5 FTE 1 x 0.25 FTE	Subject Matter Experts Business Analyst Digital Product Owner
Corporate Solutions	2 x 0.25 FTE	Technology Solution Architect Privacy

Working For Families Tax Credits – 3 month discovery

Service Delivery	2 x 0.5 FTE	Business Process Analyst Business Analyst
Corporate Solutions	1 x 0.25 FTE	Technology Solution Architect

Outcomes from discovery activity are in-depth description of the problems facing each of the discovery areas, customer insights, service design journey's and proposed solution designs.

Solution designs will require assessment for impact on MSD people, process, information and system changes. They will be subject MSD funding and prioritisation for the changes that MSD needs to undertake, which may impact the indicated deploy timeframes below (scope dependant).

