



Te Kawa Mataaho
Public Service Commission

Better Public Services: Improving interaction with government



Result 9: Business gains value from easy and seamless dealings with government

Result 10: People have easy access to Public Services, which are designed around them, when they need them

Better Public Services Result 9: Business gains value from easy and seamless dealings with government

What is the target?

1. Business costs from dealing with government will reduce by 25% by 2020, through a year-on-year reduction in effort required to work with agencies.

2. Government services to business will have similar key performance ratings as leading private sector firms by 2020.

Why is this important for New Zealand?

Business customers have told us that they find government services complex and fragmented, and that dealing with government takes more cost and effort than it should.

Better for Business is a partnership of government agencies working to make it easier and more efficient for business customers to deal with government. For business people, this means less effort on administration and more time to focus on growing their business.

By reducing effort and improving services we can help New Zealand businesses have a competitive edge in the local and global economy.

Better for Business:

1. Collaborates and partners with government agencies and promotes better ways of working.
2. Advocates for the business customer from a position of knowledge.
3. Works with the private sector and agencies to accelerate and support new initiatives.

Better for Business is led by the Ministry of Business, Innovation and Employment and delivered in partnership with ACC, Callaghan Innovation, Inland Revenue, Ministry for Primary Industries, New Zealand Customs Service, New Zealand Trade and Enterprise, New Zealand Transport Agency, Stats NZ and WorkSafe New Zealand.

How will we know we are achieving this result?

To track progress towards our effort targets the Better for Business partnership uses a rolling monthly monitor surveying 1200 businesses every six months. The programme is also developing a Government Customer Experience Index which uses a range of service indicators, measured using reported customer behaviour and administrative data.

What are we doing to achieve this result?

Since the Better Public Services targets were set in 2012 we've made good progress. The overall effort for businesses dealing with government has dropped seven percent, and the gap between the private and public sectors has almost halved. There are dozens of initiatives under way across the Better for Business agencies, such as:

New Zealand Business Number (NZBN) – The NZBN provides each business in New Zealand with a unique identifier that can be used in business-to-government and business-to-business transactions.

R9 Accelerator – R9 Accelerator is New Zealand’s first accelerator process for government projects. It brings public sector staff in teams with private sector entrepreneurs, developers and mentors to test new ideas and drive changes. The Accelerator model is now being tested in other areas of government and includes several opportunities from the social sector.

Recent service improvement for business customers include:

Business.govt.nz – Launched its new website, further improving tools and advice from across government to save businesses time and help make their business a success. Satisfaction is up by 17%.



Making Tax Simpler – Inland Revenue has delivered the first stage of its business transformation which moves all GST processing onto a new digital revenue system. Businesses and tax agents will benefit from simplified functions for managing their GST. Also, businesses will be able to use their New Zealand Business Number when they contact Inland Revenue.

Result 9 Accelerator teams

Accreditron – allowing social service providers to collate all the information required to complete their accreditation information for multiple government agencies into a single central location, improving the accuracy and efficiency for both the provider and the agencies.

Tapin – Schools and Kahui Ako now have online tools that help them make decisions quickly, outside scheduled meetings. Soon they will be able to collaborate in purchasing decisions, enabling them to save money through bulk purchasing deals.

MyTrove – Taking the stress and strain from loved ones after the passing of a family member. This is part of the End of Life services offered by the Department of Internal Affairs.

Read more about what the  Result 9 agencies (<http://www.mbie.govt.nz/info-services/business/better-for-business/documents-image-library/result-action-plan.pdf>) are doing to achieve Result 9. Read the  Result Action Plan (<http://www.mbie.govt.nz/info-services/business/better-for-business/documents-image-library/result-action-plan.pdf>), which shows how we’re making things easier for business’

Better Public Services Result 10: People have easy access to Public Services, which are designed around them, when they need them

What is the target?

Progress towards achieving Result 10 will be monitored using the following key target:

- “By 2021, 80% of the transactions for the twenty most common public services will be completed digitally.”

Why is this important for New Zealand?

People want to deal with government in new and different ways, in particular to access government services digitally, and government is responding. The New Zealand Government is on an important journey of service innovation and transformation to be more responsive by developing customer-led and customer-centred services online where:

- “People have easy access to public services, which are designed around them, when they need them”.

How will we know we are achieving this result?

Result 10 sets an ambitious goal – a commitment to placing customers at the centre of service design and delivery. We will know we are achieving this when:

- All twenty of the identified most common public services will reach at least 80% digital uptake by 2021.

What are we doing to achieve this result?

We are working collaboratively across government to create a future where services are designed and built around the customer’s life events and needs, rather than designed to fit within traditional agency boundaries.

The Result 10 key focus areas are:

- Integrated services by delivering joined-up government services, driven by life events.
- Digital transactions by moving to digital channels and supporting life event initiatives.
- Proactive delivery by delivering entitlements to customers without them having to apply.
- Information sharing by allowing consent-based personal information sharing.
- Digital identity by supporting customer identity in a secure online environment.

These focus areas are supported by foundational elements by delivering a foundation of common standards and approaches, knowledge, strategies, research and collaboration.



Te Kawa Mataaho
Public Service Commission

Better Public Services Result 9 - Case Study: New option for small businesses will take the guesswork out of provisional tax [archived]

1 May 2018: The Government announced in January 2018 that the Better Public Services programme would not continue in this form. These pages have been archived.



Inland Revenue's got good news for small businesses – the accounting income method (AIM) will soon make provisional tax easier to manage.

From 1 April 2018, if turnover is less than \$5 million per year, a small business can choose AIM to calculate and pay provisional tax using accounting software.

Businesses using AIM will pay their provisional tax as they earn profit, so they'll have certainty about their tax.

AIM is part of a drive by the Government to use technology in a smart way to make tax simpler and give people more time to focus on their business.

Let's imagine it's already early 2019 and see how AIM is helping a typical small business.

“Pay-as-you-go” approach is ideal when sales go up and down

Sally designs and makes her own range of swimwear. Mike does the marketing and sales. They're pretty organised and do all their business online – accounts, GST, sales, inventory, etc.

Sales fluctuate a lot. Every so often Mike manages to get Sally's designs featured in one of the upmarket life and leisure magazines. That's always followed by weeks of good sales and sometimes a large order from a big retail chain.

Their tax agent had suggested in early 2018 that Sally and Mike switch to AIM. She knew they were comfortable using software, so all they had to do on 1 April 2018 was turn on the AIM module in their accounting package. Now their software calculates their provisional tax every two months along with their GST, and tells them how much to pay.

The summer holidays at the end of 2018 were a disaster, compared with the previous year.

Nobody buys swimsuits in the rain. Sally and Mike had three months where there was hardly anything coming in. But because they're in AIM, they only pay provisional tax on the profit they're actually making, not like the old system when the payments weren't matched to how the business was actually doing at any point in time.

Then a department store cancelled a big order. Because they're on AIM Sally and Mike were able to get a refund on the provisional tax paid in earlier months. They didn't have to wait until the end of the year – their accounting software calculated the refund when it worked out the losses over that bad period, and Inland Revenue refunded the money straight into their bank account.

Sally doesn't worry anymore about whether they've got it exactly right. As AIM users, as long as they pay on time what the software tells them, there won't be any penalties or interest. The accounting software will get it close enough for them during the year, reducing the likelihood of an unexpected bill at the end of the year.

They've got more time to work with their tax agent. She's been helping them revise their business model, so one wet summer can't soak their business.

Mike spends less time on tax now and more time on marketing. He got Sally's top-tots designs into an upmarket London store. Princess Charlotte has been spotted in one, and sales are going through the roof!

[Back to Better Public Services \(/better-public-services-next-steps\)](#)



Te Kawa Mataaho
Public Service Commission

Better Public Services Result 9 - Case Study: Online tools for business [archived]

1 May 2018: The Government announced in January 2018 that the Better Public Services programme would not continue in this form. These pages have been archived.



“...busy business people can view the introduction to business videos anytime from anywhere, and check and re-check details whenever they want. The videos have been viewed almost 60,000 times.”

Changing business needs trigger new Inland Revenue services

People setting up a new small business can face many hurdles. Often they're still doing their “day job” to make ends meet, and trying to plan the new business after hours. They may be based in small towns without access to the services main centres take for granted. Then there's coming to grips with government compliance. Time is precious and there's a lot to learn.

Inland Revenue has been running free seminars for small businesses for many years. Talking with prospective attendees, they found many now don't have time to attend a seminar, don't live nearby, or need to hear information more often.

Inland Revenue's Community Compliance staff followed up with new small businesses and their advisers to understand the issues, then worked with the Communications team on “better for business” solutions.

Getting animated

Together the teams developed a set of short, animated online videos. Each covers a 'need to know' tax topic such as business expenses, income and provisional tax, GST, and depreciation in an easy, engaging way. With each video about five minutes long, busy business people can view anytime from anywhere, and check and re-check details whenever they want.

The videos were tested with businesses and staff during development, and are available through YouTube and business.govt.nz, as well as Inland Revenue. They've proved popular.

"I just want to say thank you what an amazing website! The intro to biz vids are so easy to use – congrats to whoever set this up" and "...the language is so easy to understand – topics are really useful", are typical comments.

Since August 2013, the introduction to business videos (<http://www.ird.govt.nz/help/demo/intro-bus-vids/>) have been viewed almost 60,000 times, translated into sign language, Te Reo and Asian languages, and used by tax agents.

Tax tool for business

Also making life better for business is Inland Revenue's updated interactive online tool (<http://www.ird.govt.nz/tool-for-business/>) that helps customers get on top of compliance and record-keeping.

Inland Revenue worked with Christchurch business customers and business.govt.nz to update the tool to a mobile-friendly format with easy-to-find information that's aligned across government agencies.

The page has been a favourite with around 6,500 visits monthly – the new format makes interactions simpler and clearer on phones and tablets, and provides helpful templates and videos.

Business customers who helped with testing say "it's just simple", "easy to follow" and "looks sharp and clean".

<http://www.ird.govt.nz/help/demo/intro-bus-vids/> (<http://www.ird.govt.nz/help/demo/intro-bus-vids/>)

<http://www.ird.govt.nz/tool-for-business/> (<http://www.ird.govt.nz/tool-for-business/>)

Back to Better Public Services home page (</better-public-services>) / Result 9: New Zealand businesses have a one-stop online shop for all government advice and support they need to run and grow their business (</bps-interaction-with-govt#result9>)



Better Public Services Result 9 - Case Study: Online surveys saving businesses time [archived]

1 May 2018: The Government announced in January 2018 that the Better Public Services programme would not continue in this form. These pages have been archived.



Running a Napier sheep and beef farm with her husband, working for Federated Farmers, being involved in local body politics and managing a family keeps Tania Kerr on her toes, so when the opportunity arose to complete Stats NZ 's Agricultural Production Survey online she jumped at the opportunity.

“Being organized is the key to running three enterprises from one desk, so anything that saves time is a bonus, particularly compulsory surveys,”

says Tania.

“My focus is on getting things done and off the desk quickly. I also have all the information needed to complete the survey on the computer, so doing it online makes a lot of sense.

“Surveys like this are important to ensure the decisions about our business and community are based on facts. It’s our opportunity to have a say.”

Agriculture is New Zealand’s largest industry. The annual Agricultural Production survey of 30,000 businesses has recently been made available online after more than 80 years of being paper-based.

The survey identifies any changes in the agricultural sector - from the number of sheep, dairy cattle and other livestock nationwide to how much land is planted in forestry.

Stats NZ is committed to getting all its business surveys online in the next couple of years, to help firms spend less time on administration and more on looking after their customers.

[Back to Better Public Services \(/better-public-services-next-steps\)](#)

Last modified: 8 June 2017



Te Kawa Mataaho
Public Service Commission

Better Public Services Result 9 - Case Study: Improved online services for businesses [archived]

1 May 2018: The Government announced in January 2018 that the Better Public Services programme would not continue in this form. These pages have been archived.



The Government is committed to making it easier for businesses to work with government. Part of that commitment involves cutting the red tape to allow businesses to get on with doing business.

With that in mind, in February 2014, a brand new Employer Registration (ER) service was launched, meaning that new companies can now register as an employer with

Inland Revenue when they incorporate on the Companies Office website.

Previously, companies could register for income tax and GST and obtain their IRD number when they incorporated online, but they then had to separately visit the Inland Revenue website to register as an employer, duplicating most of the information they had already provided to the Companies Office.

The ER service means that newly-formed companies now only need to supply this key information to government once, saving time and expense.

The Better Public Services for Business (Result 9) programme is all about making it easier for businesses in their transactions and interactions with government agencies. Result 9 works across a number of agencies to make sure that joined-up government services aren't a one-off event, but an ongoing commitment from agencies to improve businesses perceptions of interacting with government.

Employer Registration is one of the many ways that Result 9 is working in collaboration with government agencies like Inland Revenue and the Companies Office to cut the red tape and deliver better public services designed with businesses in mind.

Since the launch of ER in February, more than 1,350 employers have used the service.

Read more about Employer Registration (<http://www.business.govt.nz/companies/learn-about/starting-a-company/how-to-apply/ird-information/register-as-an-employer>)

Last modified: 8 July 2014



Te Kawa Mataaho
Public Service Commission

Better Public Services Result 9 - Case Study: New Zealand Business Number – More business, less work [archived]

1 May 2018: The Government announced in January 2018 that the Better Public Services programme would not continue in this form. These pages have been archived.



The New Zealand Business Number (NZBN) - a key initiative of the Better for Business (<http://www.mbie.govt.nz/info-services/business/better-for-business>) programme - will revolutionize how the public and private sectors interact. NZBNs are globally unique identifiers, which any business in New Zealand can now have. Over time the NZBN will become the main identifier for all businesses.

The NZBN will transform how businesses work with each other and with government. Its use will make it easier and faster for businesses to share and update critical business information, as well as enabling simpler and more reliable business decisions and transactions.

In the future government systems will be linked in such a way that a change to NZBN information on one database will change information on another.

For example, one phone call is all it will take to change your mailing address with all the government departments you interact with.

Businesses and government are already using the NZBN in innovative ways.

For instance Air New Zealand built the NZBN into the self-service registration process for its Airpoints™ for Business programme. This has completely automated a previously manual system, making it faster and easier for businesses and Air New Zealand.

Other organisations such as Callaghan Innovation and Xero are also using the NZBN for similar purposes or as a key identifier of customers and/or suppliers. To find out more about the NZBN visit www.nzbn.govt.nz (<http://www.nzbn.govt.nz/>).

[Back to Better Public Services \(/better-public-services-next-steps\)](#)

Last modified: 8 June 2017



Te Kawa Mataaho
Public Service Commission

Better Public Services Result 9 - Case Study: NZAUCConnect – connecting business and government across the Tasman [archived]

1 May 2018: The Government announced in January 2018 that the Better Public Services programme would not continue in this form. These pages have been archived.



New Zealand and Australia have one of the most open economic and trade relationships of any two countries. With many New Zealand businesses also operating in the Australian market - and vice versa - anything that makes it easier to get business information and do business in both countries is a top priority.

The *NZAUCConnect* mobile application was developed given the large number of companies register searches taking place via smart devices every day. It is a joint development between the Companies Office and the Australian Securities and Investment Commission. The combined search of both Registers provides access to more than 2.5 million New Zealand and Australian companies, as well as the 1.7 million organisations included on the Australian Business Names Register.

There have been over 8,000 downloads of this award winning easy-to-use mobile app from the NZ Apple and Android app stores to date. It is free to download and free to use, and has been designed in a simple, easy-to-understand format. Company or business names can be added to 'favourites' for reference later and company and shared easily by email.

This seemingly simple app is a strong reminder of the importance in keeping New Zealand and Australian businesses and government agencies easily connected. The New Zealand and Australian governments have committed to exploring the long-term vision of creating a seamless trans-Tasman business environment - a Single Economic Market - which will enable businesses, consumers, and investors to conduct operations across the Tasman in an integrated regulatory environment.

NZAU*Connect* also supports the Better Public Services for Business (Result 9) programme, which aims to make it easier for businesses to interact with government.

It was also recently recognised by the International Association of Commercial Administrators, winning a Merit Award.

Another initiative of Result 9 is the New Zealand Business Number (NZBN), which is a 13-digit number, a consistent identifier, which when used by government and businesses provides real opportunities for businesses to register and share their information with government agencies and streamline dealings with other businesses. The NZBN will be included in the next maintenance release of the NZAU Connect mobile app.

Read more about NZAUConnect (<http://www.business.govt.nz/companies/learn-about/searching/mobile-services>)

Read more about NZBN (<http://www.mbie.govt.nz/what-we-do/better-public-services/nzbn>)

See the State Services Commission website for more information on Better Public Services and all 10 Results. ([better-public-services](#))

Last modified: 8 July 2014



Te Kawa Mataaho
Public Service Commission

Better Public Services Result 9 - Case Study: Business.govt.nz – Bringing it all together for New Zealand businesses [archived]

1 May 2018: The Government announced in January 2018 that the Better Public Services programme would not continue in this form. These pages have been archived.



Government is making it easier to set up and run a new business in New Zealand. The Better Public Services Result 9 is all about making it easier for businesses to interact with government agencies. One way government is doing this is with the one-stop shop for small business information and advice, provided by Business.govt.nz (<http://Business.govt.nz>).

Business.govt.nz exists to make the interface with government easier and quicker, focussing on what businesses have told them are their key pain points. It does that by packaging things together in a way that makes sense to businesses, not how government is structured, and demystifying it all on the way. Over the last several years a host of interactive tools such as business healthchecks, quizzes, online training, templates and calculators have been added. Late in 2012, two new infographics were released after a joint project with the Intellectual Property Office of New Zealand (IPONZ). These cover Starting a Business and Types of IP Protection.

One of the most popular tools on the site is ONECheck. Launched in 2012, this online tool enables business owners to do a company name, domain and trade mark search in one place. By working with the New Zealand Companies Office, IPONZ and the Domain Names Commission, information from three separate registers has been brought together. A business name is an essential part of

the intellectual property for a business so this tool adds enormous value and highlights the importance of checking across the different registers. The steps to take to ensure all important IP is protected are clearly explained.

Technology also needs to keep pace. Business people don't always operate out of an office - they might be sitting in a café, on the road, at home or visiting a client, so they need to have access to the information wherever they are and whenever they need it. The Business.govt.nz team released the Mobile Business Toolbox, one of the first mobile apps from the Ministry of Business, Innovation and Employment (MBIE), in 2012. The app packages the websites most popular supporting tools, business healthchecks, templates and videos in to one easy-to-access place. It is available as a free download from the App Store. Late in 2013 the entire website was refreshed for mobile devices and future initiatives are being developed to meet this mobile requirement.

Throughout all of this work, one lesson Business.govt.nz has learnt is that consistently listening to and investing in your customers is critical to continuing to deliver value and to underpin all the work that we do.

Katie Wellington, the manager of Business.govt.nz says, "Early on, research confirmed three key concerns for business owners – cash flow, compliance, and employing staff. Businesses also told us they want Business.govt.nz to help the most with the latter two. So to support our work programme tackling those key pain points, we brought a group of small businesses together to identify and prioritise some concepts they would love for further investigation and development."

This year Business.govt.nz is launching several of these to help businesses spend less time figuring out what they need to do with government, and more time on doing what they do best – running their businesses.

One of these tools will help businesses figure out exactly what their compliance obligations are from across the whole of government, leading them directly to the information and online transactional areas they need to interact with specific agencies. Initially, the tool will include information from over 20 government agencies, presented in a logical way and all in one place.

"Also this year, Business.govt.nz will add an Employee Cost Calculator to our suite of tools," Katie continues. "This will package information from ACC, Inland Revenue and MBIE to help small businesses understand the obligatory and discretionary costs involved with employing a staff member.

"All of this is designed to support businesses in their planning and to provide tools and information to help them grow."

Read more on the Business.govt.nz website (<http://www.business.govt.nz/news-and-features/newsarchive/november-2012/business.govt.nz-launches-onecheck-three-in-one-business-name-search-tool>)

Use the ONECheck tool at Business.govt.nz (<http://www.business.govt.nz/onecheck>)

Starting a Business (<http://www.business.govt.nz/starting-and-stopping/entering-a-business/starting-a-business/starting-a-business-infographic>) and *Types of IP Protection* (<http://www.business.govt.nz/starting-and-stopping/intellectual-property-protection/types-of-ip-protection-infographic>) *Infographics*

The Mobile Business Toolbox is available as a free download from the App Store.

And follow Business.govt.nz on Facebook (<http://www.facebook.com/business.govt.nz>) and Twitter (https://twitter.com/business_govtNZ).



Te Kawa Mataaho
Public Service Commission

Better Public Services Result 9 - Case Study: New website puts user experience first [archived]

1 May 2018: The Government announced in January 2018 that the Better Public Services programme would not continue in this form. These pages have been archived.



The Ministry for Primary Industries (MPI) is changing the way it provides information online by building a single customer-centric website to replace its six legacy websites.

The new website, www.mpi.govt.nz (<http://www.mpi.govt.nz>), was launched in December on the all-of-government web platform, Silverstripe and designed to make interactions with MPI easier for businesses and other users.

In time the legacy websites will be progressively switched off as thousands of web pages continue to be simplified, streamlined and content added to the new site.

MPI Deputy Director-General Dan Bolger says the new website has been built with the experience of users as a priority.

“We took feedback from more than 2000 website users (over 80 per cent were businesses) and their feedback has guided the build of the site.

“By packaging information in a way that works for the people who deal with MPI, we’re helping them comply with our rules, helping our primary industries find information their businesses need, and reducing staff time spent answering queries from people who can’t find what they’re looking for or are confused by what they find.

“Making our stakeholders a priority contributes to Result 9 of the government’s Better Public Services initiative which is all about *Making Life Better for Business*.

“The new website enables and empowers MPI web users by using Plain English and putting customers’ journeys first by mapping business processes, not government ones. The site has been built around the tasks our customers want to do – for example importing and exporting – rather than how MPI is structured.”

MPI is:

- reorganising information so it's easy to find
- giving clear guidance on completing tasks
- rewriting content in plain English
- delivering a website that can be viewed on any device, including smartphones and tablets
- improving accessibility by meeting the New Zealand Government Web Standards
- using the Government's common web platform to ensure consistency and information security.

Since the launch of the website MPI has received online feedback from more than 200 people and Dan Bolger says this feedback will be crucial in the ongoing development of the site.

“As we continue to build the website we want to hear from our stakeholders so we can ensure we’re delivering something that meets their needs and continues to put their experience first.”

Want to give your feedback?

You’ll find an online feedback form on the side of each web page on www.mpi.govt.nz (<http://www.mpi.govt.nz>) Use this form to let MPI know what you think of the new website.

If you have questions about the website email info@mpi.govt.nz (<mailto:info@mpi.govt.nz>)



Better Public Services Result 9 - Case Study: Tenancy website lightens the load for landlords [archived]

1 May 2018: The Government announced in January 2018 that the Better Public Services programme would not continue in this form. These pages have been archived.



Good information for landlords and tenants on their legal responsibilities and how to resolve disputes is essential for New Zealand's 150,000 landlords and the tenants of 450,000 rental properties.

The Ministry of Business, Innovation and Employment (MBIE) is making tenancy services better for business with a new website. Landlords, property managers, tenants and other stakeholders can now access all the information

and advice they need in one easy, searchable place.

The new site was designed with customers' needs in mind, with useful information on a range of tenancy issues such as starting a tenancy, bonds, inspections and managing disputes.

The development of this website supports the Better for Business programme, a partnership of government agencies working to make it easier and more efficient for business customers to deal with government. It is also one of a number of initiatives underway to improve tenancy services, with a focus on making it easier for landlords and tenants to interact with government online.

Late last year saw the introduction of online Tenancy Tribunal applications and the national roll out of FastTrack Resolution, to resolve rent arrears disputes in a faster and more efficient way.

The new website attracts around 24,000 visitors a week. Users like the use of everyday language, the improved search engine functionality and the ability to find forms easier.

MBIE is now working on an online tenancy bond system. Landlords will be able to lodge and pay tenancy bonds online, removing the need to write out cheques. Tenants will be able to check the status of their bond online. MBIE's Tenancy Services processes about 400,000 bonds each year. The online system will reduce the cost of processing these transactions – for both business and government.



Te Kawa Mataaho
Public Service Commission

Better Public Services Result 9 - Case Study: Making Tax Simpler - Stage 1 goes live [archived]

1 May 2018: The Government announced in January 2018 that the Better Public Services programme would not continue in this form. These pages have been archived.



In February 2017 Inland Revenue delivered the first stage of its business transformation by moving GST services onto a new revenue system.

Inland Revenue's transformation is re-shaping the way it works with customers, including improvements to policy and legislation. These changes are being introduced in four separate

stages.

The change programme will modernise New Zealand's tax service to make it simpler and faster for New Zealanders to pay their taxes and give more certainty that they'll receive their entitlements. Businesses and tax agents are already benefitting from simplified functions for managing their GST.

Changes customers are seeing as part of Stage 1

Some of the changes customers are seeing are in a new section in myIR, Inland Revenue's secure online services, called 'My GST'. They can do some new things including:

- Arranging their GST payment at the same time as they submit their return, by authorising a direct debit from their bank account or using their Visa or Mastercard credit or debit card. There's no need to make a separate payment by internet banking. They can also schedule the payment for the due date.
- Requesting an amendment to an already filed GST return, making it easier and quicker to do.
- Choosing to receive email and/or text message reminders when their GST return and payment is due to late to avoid penalties.
- Tax agents can bulk-file clients' GST returns, access clients' GST information, request amendments, set up payment plans and much more.

Businesses can now use their NZBN as a unique identifier when contacting Inland Revenue. New migrants can also register online for an IRD number, making it faster for them to be work ready.

How Stage 1 changes are making tax simpler for customers

Tony has made a mistake in his GST return. In the past he would have to call or write to Inland Revenue to request an amendment, which could be a lengthy process. Now he can amend the return in his myIR account. Where possible Inland Revenue will confirm his changes are accepted while he's still logged on.

Lina wants to pay off her GST debt, but can't pay it in full. In the past she would have called or written to Inland Revenue and ask to set up a payment plan. Now Lina can do this online herself, and will receive an immediate message either telling her that her proposal has been accepted, or that she'll be contacted within three days.

Stage 1 builds on earlier changes

Each stage of the transformation has been designed so that benefits accumulate at each stage. In Stage 1, Inland Revenue built upon earlier changes that allow businesses to manage their GST through accounting software. Over time, more tax functions will be available through accounting and payroll software. This will include AIM, the new accounting income method that will allow small businesses to pay their provisional tax 'as they go'.

Future stages will continue to make tax simpler, more open and certain for customers by streamlining individual income tax, further business taxes, and social policy administration.

Links

Find out more about Inland Revenue's GST related change www.ird.govt.nz/gstonline
(<http://www.ird.govt.nz/gstonline>)

Find out how tax could get easier for small businesses www.changingforyou.ird.govt.nz
(<http://www.changingforyou.ird.govt.nz>).

Find out more about how tax is being made simpler www.makingtaxsimpler.ird.govt.nz
(<http://www.makingtaxsimpler.ird.govt.nz>)

Find out more about Inland Revenue's transformation www.ird.govt.nz/transformation
(<http://www.ird.govt.nz/transformation>)

Last modified: 8 June 2017



Te Kawa Mataaho
Public Service Commission

Better Public Services Result 9 - Case Study: Zane Smith (Vation Limited) - Inland Revenue online services [archived]

1 May 2018: The Government announced in January 2018 that the Better Public Services programme would not continue in this form. These pages have been archived.



Zane Smith is a tourism entrepreneur who runs his business, Vation Limited, from an office in Greymouth, but works all over New Zealand. Zane sells his expertise, experience and energy to tourism operators who want to improve their marketing and their product.

For Zane, time is money.

A recent trip to China to receive a tourism award inspired Zane with the opportunities available in the Chinese market. Back in New Zealand he hired two new staff and embarked on rapidly growing his business with a focus on this market.

With new staff and a bigger business to manage Zane has more 'paper work' than ever, right when he needs to be putting all his time and energy into growing his business.

Improvements to Inland Revenue's online services couldn't have come at a better time for Zane. Filing GST through the personalised myIR secure online service moved a big part of Zane's 'paper work' online, simplifying his tax obligations and reducing the time he spends paying tax. With business records already on his computer, Zane can file his tax return from anywhere in New Zealand - all he needs is an internet connection.

Through myIR he gets an overview of his tax situation so he can easily keep an eye on things, and because the service knows him, his details are already filled in on most forms he has to complete.

"The myIR system has already been good for me running my business. I can do a bunch of stuff in the one place and have visibility of everything that is going on with my tax. Adding GST to this means I can simply complete my GST inside the myIR system - I'm already signed in so I don't fill in my details each time. It saves time each time. This all adds up."

Zane is not alone. More than 115,000 businesses have filed over 350,000 GST returns through myIR since it was introduced in September last year. 71,000 businesses filed their GST through myIR in May alone.

Through myIR, Individuals like Zane, many of whom are running a business, can:

- register for GST and file their GST and other tax returns
- file their employer monthly schedule
- easily update bank accounts, phone numbers addresses and email details
- get a personalised calendar of important due dates
- see if they are due a refund, check their KiwiSaver account or Student Loans balance
- view payments to and from Inland Revenue.

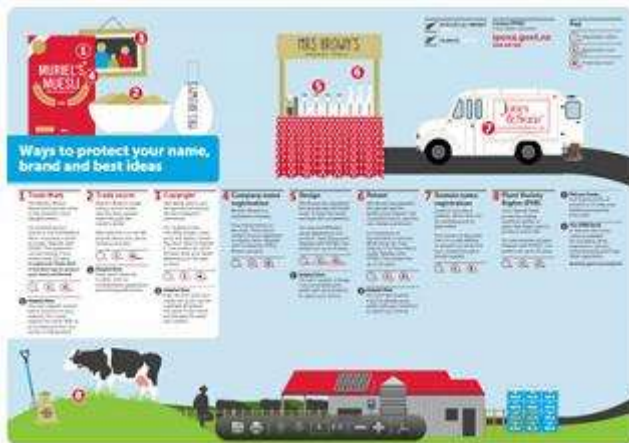
Zane says: "Doing business tax online saves me time and I can get on with actually running my business."



Te Kawa Mataaho
Public Service Commission

Better Public Services Result 9 - Case Study: IPONZ: delivering better public services through business transformation [archived]

1 May 2018: The Government announced in January 2018 that the Better Public Services programme would not continue in this form. These pages have been archived.



The Intellectual Property Office of New Zealand (IPONZ) is the government agency responsible for the granting and registration of intellectual property (IP) rights. For more information on the IPONZ work, including its business transformation, and IP registration, specifically patent, trade mark, design and plant variety rights, see <http://www.iponz.govt.nz/cms> (<http://www.iponz.govt.nz/cms>).

The Better Public Services Result 9 programme, led by MBIE, involves a number of government agencies, including Inland Revenue, Statistics New Zealand, ACC, New Zealand Customs Service, NZ Trade and Enterprise, the Ministry for Primary Industries and Callaghan Innovation.

The programme focus is on supporting New Zealand businesses to succeed, by making it easier for them to deal with government.

This programme is strongly supported by the work of the Intellectual Property Office of New Zealand (IPONZ), which is responsible for the examination, registration and maintenance of intellectual property (IP) rights, including patents, trade marks, designs and plant variety rights. IP rights are an important asset for any business and can often be a business's most valuable asset.

IPONZ has made it easier, and cheaper, for clients to do business with it by streamlining and simplifying its business processes and moving to a 100% online business model – a world first for an IP Office.

IPONZ achieved this goal through its recent business transformation project. At the heart of the IPONZ business transformation was the introduction of its world-leading online case management system. The new system has improved the way businesses interact with IPONZ and given businesses far greater control over their IP applications and rights, all with the aim of building a stronger and more competitive New Zealand economy.

Historically, dealing with IPONZ involved a large volume of paper-based transactions but the ambitious transformation within IPONZ has enabled it to deliver better services to clients through innovative technology and refocusing on the organisation's core examination role rather than managing back-office administrative tasks. IPONZ now puts the clients at the centre of everything it does and in doing so has created a world class service, with New Zealand IP application processing times among the fastest worldwide.

IPONZ is also one of the leading agencies in providing government-to-business web services, which it provides to high-volume clients, such as law firms, patent attorney firms and renewals agencies. The use of web services has benefited both IPONZ and its clients, who enjoy significant cost savings and improved quality.

The new IPONZ focus away from administration to examination services also contributes to improved examination quality as IPONZ examiners now have more time to focus on their core examination responsibilities and to provide greater value to clients.

The system also provides new and useful self-service options and gives businesses improved access to, and control over all of their IP applications and registrations, leading to reduced transaction costs.

Clients can update and maintain their own contact details and follow an online workflow system to complete applications and monitor case progression through their very own IPONZ inbox. They can manage their own messages from IPONZ by creating their own subscription for notifications about specific cases or changes to processes.

Not only are IP applications filed online, this complete digital delivery ensures all correspondence is now electronic and all transactions and communication take place in 'real time'. In an industry where ensuring filing deadlines are met is critical, receiving an instant receipt message and being able to immediately view and verify documents filed with IPONZ within the case management system provides greater certainty and peace of mind for businesses.

IPONZ efficiencies have allowed New Zealand to be one of the few countries that does not charge a fee for certifying international trade mark applications – clients have cited their experience with IPONZ as confirming their belief that New Zealand is the best place in the world to start and

operate a business.

The new IPONZ business system is recognised by the World Intellectual Property Organization as one of the most innovative and advanced in the world, with features not found in any other IP office including:

- 'Real Time' resolution of issues for IPONZ and clients
- Integration with other government services, such as the NZ Companies Register, RealMe/iGovt and NZ Post address files.
- Exclusively electronic transactions with WIPO for international trade marks..

Quick facts

Online filing	July 2011	June 2012	June 2013
Trade Mark	97.92%	99.73%	100%
Patent	79.73%	93.72%	100%
Design	68.18%	100%	100%
Plant Variety Right	0%	0%	100%

The success of the changes IPONZ has made to its services were recognised in 2013 when it was joint-winner of the Institute of Public Administration of New Zealand (IPANZ) award for Improving Public Value through Business Transformation.



Te Kawa Mataaho
Public Service Commission

Better Public Services Result 9 - Case Study: Employment Agreement Builder [archived]

1 May 2018: The Government announced in January 2018 that the Better Public Services programme would not continue in this form. These pages have been archived.



Build easy, legal staff contracts

Relying on a handshake isn't enough. Employers need an up-to-date employment agreement for every person they employ. This is why Business.govt.nz launched the Employment Agreement Builder

(<https://eab.business.govt.nz/employmentagreementbuilder/startscreen/>) (EAB), to help employers create written agreements easily and effectively.

"EAB makes creating an employment agreement easy. It's a powerful tool to give confidence to those involved in the hiring process and save them time and money," says Business.govt.nz manager Matt Kennedy-Good. "Not only is a written employment agreement a legal requirement, it's a great foundation for a good employment relationship."

DIY with confidence

With EAB, employers can:

- create tailored employment agreements quickly and easily

- understand which clauses are must-haves - and which are best avoided except in certain circumstance
- get advice on what different industries might need to include
- read up on common mistakes and how to avoid them.

EAB will be constantly updated so employers don't have to worry about brushing up on employment law changes every time they create a new contract.

Feedback so far has been positive. "It's much more user-friendly and has nice plain English wording. This is so helpful for people who aren't 100 percent sure about what has to and doesn't have to be included in an employment agreement," one EAB user told us.

Designed for small businesses by small businesses

To build EAB Business.govt.nz worked with small businesses owners in different industries all over New Zealand. The team heard about their experiences with employing new staff and what they thought a good employment agreement tool might look like. They also worked with labour inspectors, union experts and employment lawyers.

EAB couldn't have been created without all this valuable knowledge.

Business.govt.nz is asking small business owners, operators or advisers help shape tools and content for Business.govt.nz by joining their customer group (<http://www.business.govt.nz/about-this-site/be-part-of-our-customer-group>). These insights will play an important role in helping other small businesses thrive.

Numbers since launch - April 2016

Business.govt.nz has had **50,266** users visit the tool and complete a total of **14,157** agreements. **Seventy-five percent** of our users have awarded five stars out of five to the tool; since launch EAB has consistently scored an average of **4.6** stars.

Quotes from our users:

"A fantastic, easy to use tool. No employer has any excuse not to provide a great agreement with this tool."

"A great tool. Comprehensive and easy to follow. Thank you very much."

"An AWESOME set-up! Includes all the necessary things giving us peace of mind that everything is covered! Thank you."



Te Kawa Mataaho
Public Service Commission

Better Public Services Result 9 - Case Study: A better public services approach to dispute resolution [archived]

1 May 2018: The Government announced in January 2018 that the Better Public Services programme would not continue in this form. These pages have been archived.



Resolution Services staff members Lofi Talimano and Susan Ratana during the FastTrack roadshows throughout the country

Fast tracking rent arrears disputes and a two year project to pilot a best practice approach to dispute resolution across the public sector are just two of the innovative initiatives recently rolled out by the Ministry of Business, Innovation and Employment.

A new channel for rent arrears

disputes

Rent arrears (many of which are not disputed) make up about 76 per cent of current Tenancy Tribunal applications (around 43,000).

Last year an innovative approach was taken by Resolution Services, within MBIE, offering landlords and tenants a quicker way to confirm an agreement already reached between both parties, without requiring formal mediation.

A pilot in the early part of 2014 saw FastTrack Resolution prove a success. Of the 1,800 applications received during the pilot, more than 85 per cent were processed and resolved within two working days. Previously this could have taken between 10 to 12 days.

Adrienne Meikle, General Manager of Resolution Services says the FastTrack approach reduces the cost and effort of dealing with government for a significant proportion of the service's users, contributing to the Better for Business (Result 9) programme. It is enabling staff to be freed up to focus on more complex mediations, significantly reducing customer waiting times for mediation and access to the Tenancy Tribunal.

"In November, FastTrack was rolled out nationwide, but not before a comprehensive FastTrack roadshow was held throughout the country to inform property management companies and landlords of this new service."

Adrienne says, "Hundreds attended the roadshows from Whangarei to Dunedin and more than 500 of them told us what they thought. We were overwhelmed with the positive comments we received and most people told us they would use FastTrack at some stage in the future."

"Very good service should save time." New Plymouth landlord

"Excellent service and glad to see a solution for the easy cases." Tauranga property manager

"Thank you for this common-sense approach." Auckland Central property manager

"Thank you!" Nelson landlord

"Great innovation – well done!!" Wellington property manager

Adrienne says since FastTrack was rolled out nationally in November, results are already evident, with just over 700 applications received and nearly 80 per cent resolved within 48 hours.

"We know that FastTrack is already making a real difference for a vast majority of landlords and tenants throughout New Zealand."

More information can be found at: <http://www.tenancy.govt.nz/fasttrack-resolution>
(<http://www.tenancy.govt.nz/fasttrack-resolution>)

A whole of government approach to dispute resolution

A two year pilot project is underway with a focus on identifying and implementing best practice in government dispute resolution.

The Government Centre for Dispute Resolution (GCDR), hosted within Resolution Services at MBIE, received funding through the Better Public Services Seed Fund last year to explore and demonstrate the value of enhanced dispute resolution services to government agencies.

Adrienne says, “The GCDR is an exciting opportunity for us to improve the quality and effectiveness of dispute resolution regimes, both within MBIE and across government – it’s a real opportunity for positive change.”

The team has three key deliverables for the pilot:

1. Creating a consistent, coherent picture about what government expects from dispute resolution services.
2. Creating a toolbox of resources that government agencies can use to help design effective dispute resolution systems.
3. Demonstrating the value of effective dispute resolution to parties, government and the economy.

Back to Better Public Services home page (</better-public-services>) / Result 9: New Zealand businesses have a one-stop online shop for all government advice and support they need to run and grow their business (</bps-interaction-with-govt#result9>)

Last modified: 27 February 2015



Better Public Services Result 9 - Case Study: Digital services cut tax costs and admin time for business [archived]

1 May 2018: The Government announced in January 2018 that the Better Public Services programme would not continue in this form. These pages have been archived.



Inland Revenue is making it faster and easier for New Zealand businesses to manage tax. New digital services like myIR already help to cut time spent on tax, and Inland Revenue is working with other agencies to simplify more government processes and develop new services to support business.

“We know the majority of New Zealand businesses are small to medium and most have fewer than five staff,” says Naomi Ferguson,

Commissioner of Inland Revenue. “Time spent on admin is time away from their business, so we’re continually looking at ways to reduce the effort needed, and make tax as easy and certain as possible.”

Naomi says a new digital service through the Companies Office will cut out duplication and save time and cost for business.

“From March, new companies can register as an employer with Inland Revenue when they incorporate their business through the Companies Office. Around 45,000 new businesses incorporate each year, and a significant percentage employ staff when they start up, so this is a real time-saver.”

Integrating employer registration for PAYE with company incorporation is one more way government agencies are working together to deliver better public services that support New Zealand businesses to succeed, by cutting the costs of dealing with government and providing higher levels of service.

Take-up of Inland Revenue's popular myIR [see <https://www.publicservice.govt.nz/bps-result9-cs1> (bps-result9-cs1)] continues to grow, with more than 1.7 million users registered for this fast, convenient and safe way to manage their tax affairs. Online services like the employer monthly schedule and GST returns are 'pre-populated' with known information so there's less data to enter, and information is accurate and up-to-date.

myIR – popular online tax tool for business

“...it's simple and fast, and you definitely know it's gone through. When I send a payment, I know as soon as I hit submit, it's done.”

“Reduces and avoids the paperwork. Saves me a lot of time.”

“Very user-friendly, very efficient – we use it every day”

“That was easy – is that all I have to do?”

“Got my GST in on time at last! – only because IR reminded me with an e-Alert”

Naomi Ferguson says doing GST through myIR is much easier and faster, and businesses are responding to that.

“After 15 months of eGST, digital returns now exceed paper forms. Our GST 'e-Alerts' are helping business customers file on time, and we're looking to expand e-Alerts to more tax types in future”.

Other Inland Revenue services that benefit business are growing too. Voice ID lets individuals identify themselves securely upfront, so they're verified immediately on every call and can easily access automated self-services outside office hours, or help from staff. Almost a million users are registered for Voice ID, the highest per-capita enrolment in the world for a voice biometrics system. 'Virtual hold' also gets a tick: a typical response is “... it's great that you can leave your phone number and IR will call you back, rather than waiting on hold.”

New Zealand businesses are diverse and often need information outside regular business hours. New online videos from Inland Revenue provide basic information for small businesses on topics like expenses, GST, business structures and tax, provisional tax and depreciation.

Naomi says the short, animated videos are on Inland Revenue's website, YouTube, and other sites such as [Business.govt.nz](https://www.business.govt.nz). “Busy people can get the facts in just a few minutes anytime it suits them, rather than taking time out for one of our full business seminars. And it's simple to check back for a reminder anytime”.

Since the first videos were posted in August 2012, they've had around 11, 500 views. Naomi says feedback has been positive and further business-help videos are being developed – along with other IR digital services.

“As Inland Revenue changes, we'll continue to work with many agencies, including our Result 9 partners, to understand changing customer needs and develop better services for business” says the Inland Revenue Commissioner.

Through myIR, individuals and businesses can:

- register for GST and file their GST and other tax returns
- file their employer monthly schedule
- easily update bank accounts, phone numbers, addresses and email details
- get a personalised calendar of important due dates and set up text and e-alert reminders
- see if they're due a refund, check their KiwiSaver account and Student Loans balance
- view payments to and from Inland Revenue.



Better Public Services Result 9 - Case Study: Accelerating the development of services for businesses [archived]

1 May 2018: The Government announced in January 2018 that the Better Public Services programme would not continue in this form. These pages have been archived.



New Zealand's first accelerator process for government projects, the Result 9 Accelerator, was launched in April 2015. It was initiated by the Result 9 - Better for Business partnership using Wellington business incubator Creative HQ.

Better for Business is a partnership of government agencies working to make it easier for business customers to deal with government. Better for Business is working to reduce costs

and improve services by accelerating the development of joined-up services for business customers.

Accelerators are used globally by private sector entrepreneurs to develop an idea from a concept to a solution that is ready for investment and development. Ideas that are worth pursuing, as well as those that are not, can be identified quickly through the accelerator process.

In the Result 9 Accelerator private sector entrepreneurs and public sector staff work together in small teams. Each team focusses on a pain point for New Zealand businesses' dealings with government. Over 12 weeks the teams develop a minimum viable product (a proposed solution that is ready for further investment and development), which is then pitched to a public-private

sector investment panel. Business participation throughout is critical – early and frequent customer engagement is essential to developing a customer-focused product or service. Following the pitch, investors undertake due diligence and may then proceed to implement the solution.

The Result 9 Accelerator trial is testing the feasibility of the process as way of developing government services. If the Accelerator is successful, it has the potential to be used by government agencies to drive the rapid development of public services that are customer-focused by design.

The trial is also seeking to deliver projects that can be rolled out quickly and that will improve business-to-government interactions in New Zealand. Five projects are being investigated through the trial:

- simplifying building consent processes
- using government data to provide location-based information to retail and hospitality businesses
- simplifying and improving the compliance process for businesses and employees going through an application for the Essential Skills Visa
- developing a marketplace to make it easier for businesses to find out about and request access to government APIs (Application Programming Interface), so that businesses can build better services for their customers using government information and services
- reducing the barriers to participating in government procurement processes.

The Result 9 Accelerator is helping to drive innovation and change in the way the public and private sector work together to build better services for business quicker. It makes it easier for entrepreneurs, software developers and start-up specialists to co-design and create solutions with government. It provides an alternative way for government to procure private sector services and it gives private and public sector investors an opportunity to invest in delivering solutions that have both public and private sector benefits.



Better Public Services: Improving interaction with government [archived]

1 May 2018: The Government announced in January 2018 that the Better Public Services programme would not continue in this form. These pages have been archived.



Result 9: New Zealand businesses have a one-stop online shop for all government advice and support they need to run and grow their business (</resources/bps-interaction-with-govt/#result9>)

Result 10: New Zealanders can complete their transactions with government easily in a digital environment (</resources/bps-interaction-with-govt/#result10>)

Result 9: Better for Business - delivering Better Public Services to business customers

Why is this important for New Zealand?

Business customers have told us that they find government services complex and fragmented, and that dealing with government takes more cost and effort than it should.

Better for Business is a partnership of government agencies working to make it easier and more efficient for business customers to deal with government. For business people, this means less effort on administration and more time to focus on growing their business.

By reducing effort and improving services we can help New Zealand businesses have a competitive edge in the local and global economy.

Better for Business:

1. Collaborates and partners with government agencies and promotes better ways of working.
2. Advocates for the business customer from a position of knowledge.
3. Works with the private sector and agencies to accelerate and support new initiatives.

Better for Business is led by the Ministry of Business, Innovation and Employment and delivered in partnership with ACC, Callaghan Innovation, Inland Revenue, Ministry for Primary Industries, New Zealand Customs Service, New Zealand Trade and Enterprise, New Zealand Transport Agency, Statistics New Zealand and WorkSafe.

How will we know we are achieving our targets?

To drive change the government set the public sector two challenging targets:

1. Business costs (effort) from dealing with government will reduce by 25% by 2017, through a year-on-year reduction in effort required to work with agencies.
2. Government services to business will have similar key performance ratings as leading private sector firms by July 2017.

To track progress towards these targets the Better for Business partnership uses a rolling monthly monitor surveying 1200 business owners every six months.

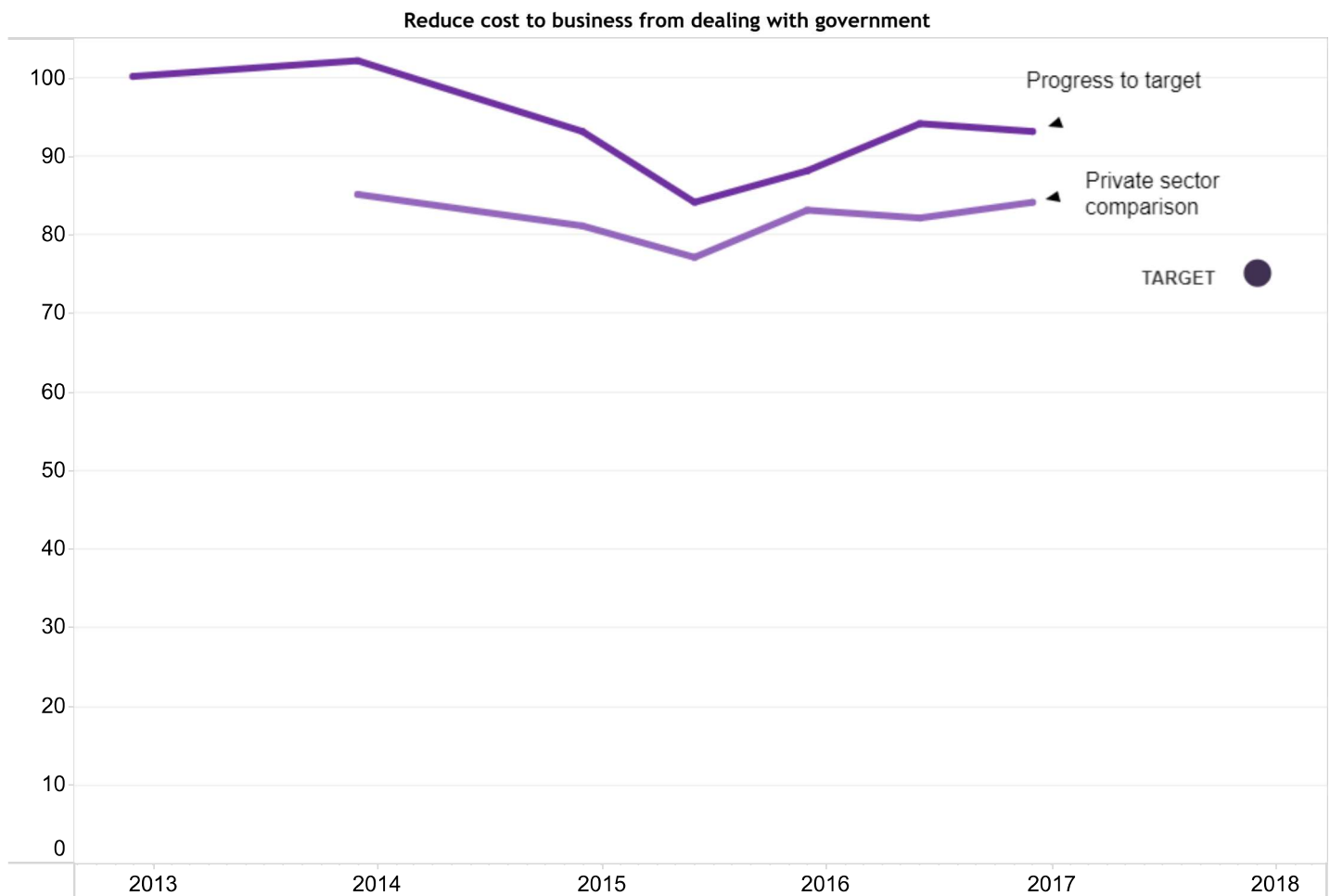
Latest survey results

Results to December 2016 show:

Overall effort for businesses when dealing with government dropped by one index point, from 94 in June to 93 in December. Private sector effort is also relatively unchanged at 84 index points.

The gap between the public and private sector is now nine index points, an improvement of eight index points since 2013. Overall satisfaction with government service delivery has not changed significantly in the last two years, with results fluctuating between 57% and 60%.

The use of digital services (measured across a basket of nine business-facing services) increased over the six month to December 2016 from 55% to 62%.



What are we doing to achieve the targets?

Recent service improvement for business customers by Result 9 agencies include:

- **Making tax simpler** - Businesses can now file GST through Xero and MYOB accounting software. Hundreds of businesses who started using the service in January 2016 say it's faster, simpler, mistake-free and cuts double handling. By early 2017 businesses will be able to manage their GST processes and customer information via improved myIR Secure Online Services; incorporated businesses can use their NZBN as a unique identifier when they contact IR; and new migrants will be able to digitally register with Inland Revenue, get an IRD number and register for myIR by reusing their personal information from their visa application.
- **New Zealand Business Number** - NZBN is a unique business identifier that will over time help reduce the time and energy businesses spend providing government the same information in different ways. It will enable more consistent and joined-up services, saving businesses time and enabling greater e-commerce between businesses. Right now every company registered in New Zealand has an NZBN - at the end of 2016 NZBNs will be allocated to other kinds of businesses including sole traders, charities and partnerships.
- **Product recall portal** - Businesses can now access a new MBIE Product Recall Portal which allows businesses to distribute recall information more effectively and may help reduce the cost of a recall.
- **Tenancy services** - Businesses can now lodge bonds with Tenancy Services via a new online system, saving time for businesses by removing the need to write cheques and fill in forms manually.
- **R9 Accelerator** - The Result 9 Better for Business programme began its accelerator programme in early 2015 and has run Accelerator 1.0 and 2.0. Planning is underway for Accelerator 3.0+ which will kick off in October 2016. R9 Accelerator partners private sector entrepreneurs, developers and mentors with public sector staff on projects to rapidly develop government products and services that could solve major pain points for NZ businesses.

By reducing the time and effort business owners spend on administration, government is helping the private sector grow their businesses and grow the economy.

Read what the Ministry of Business, Innovation and Employment (<http://www.mbie.govt.nz/info-services/business/better-for-business>) are doing to achieve Result 9.

Result 10: New Zealanders can complete their transactions with government easily in a digital environment

Why is this important for New Zealand?

People want to deal with government in new and different ways and government needs to respond to that. Agencies need to re-think the way they deliver services, particularly given the public desire to access government services digitally. Customers expect service delivery from the government that is increasingly digital, responsive and personalised.

How will we know we are achieving this result?

Progress towards achieving Result 10 will be monitored using the following key target:

- An average of 70 per cent of New Zealanders' most common transactions with government will be completed in a digital environment by 2017.

What are we doing to achieve this result?

The Result 10 team is currently working with eight key agencies measuring the digital uptake of transactional services against the target. Representatives of these agencies are working together to shape the direction of digital service initiatives so that people will increasingly choose to use digital channels for their transactions with government. We have created a shared vision of the future state of digital services and an agreed set of actions for achieving that vision - a blueprint for change.

Priorities include:

- Responsibly managing the Government's finances by measuring service capability across government and improving the utilisation of government's service delivery infrastructure
- Building a more competitive and productive economy by enabling New Zealanders to access better services faster for lower cost
- Delivering better public services within tight financial constraints by co-designing services with the customer.

Read what the Department of Internal Affairs (<http://www.dia.govt.nz/Better-Public-Services>) are doing to achieve Result 10.

What happened in the December 2016 quarter

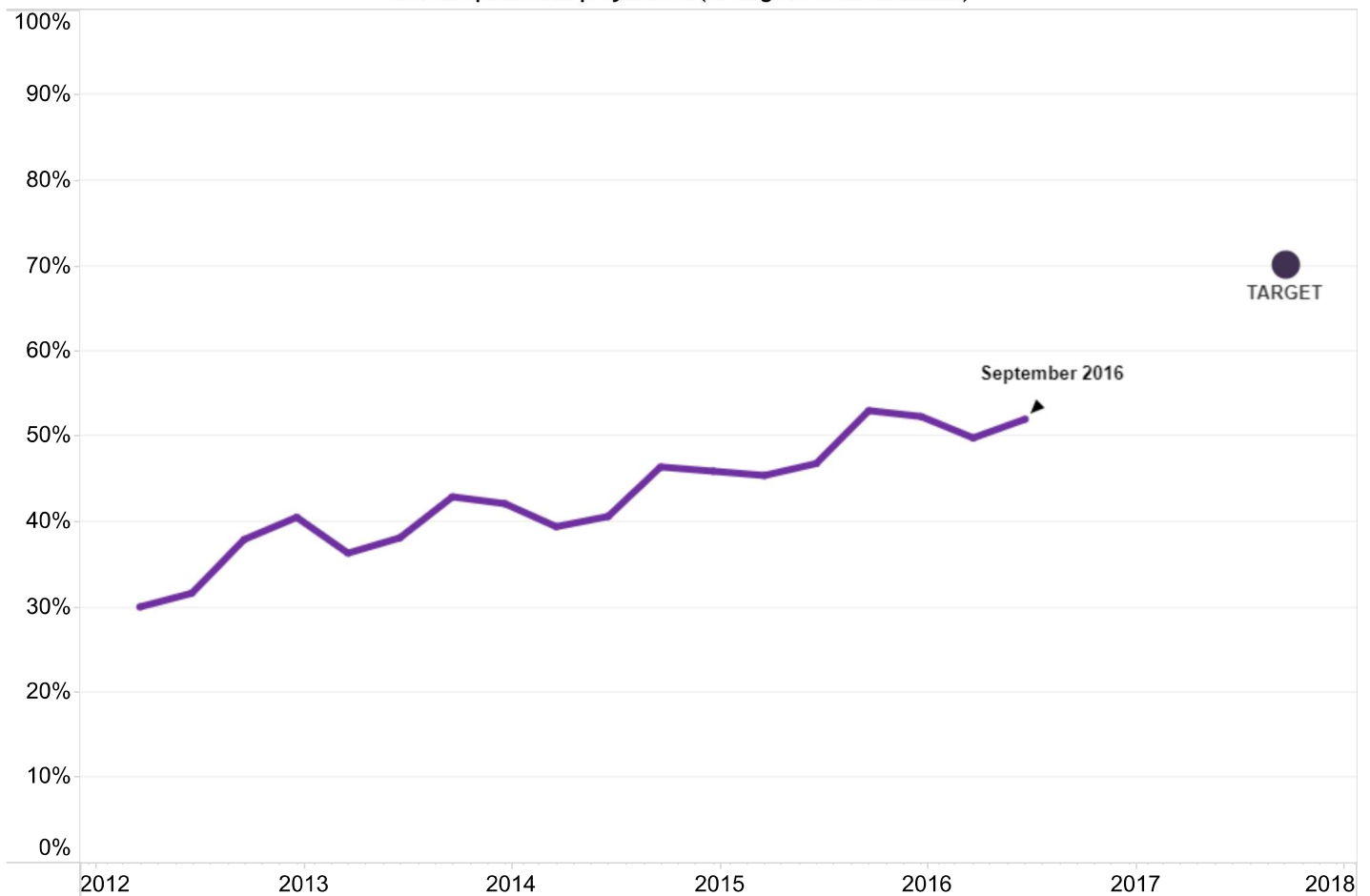
Progress towards the target has now been measured for 18 quarters and started with a base figure of 29.9 per cent in June 2012.

The result for the October to December 2016 quarter (quarter 2) shows that an average of 58.0 per cent of all transactions measured was completed digitally during the quarter. This is:

- 5.1 percentage points (or 9.6%) up on the comparable quarter of October to December 2015 (52.9% digital uptake). Nine of ten indicator transactions showed increases on that quarter
- 6.1 percentage point (or 11.8%) increase on the previous quarter from July to September 2015 (51.9% digital uptake) with eight of ten indicator transactions reporting an increase in digital uptake.

The full report for Result 10's December 2016 quarter Target Measurement is available on the Department of Internal Affairs' website (<http://www.dia.govt.nz/Better-Public-Services-Measuring-Result-10>).

Overall uptake and projections (average % 10 transactions)



Quarterly Measures - for October to December 2016

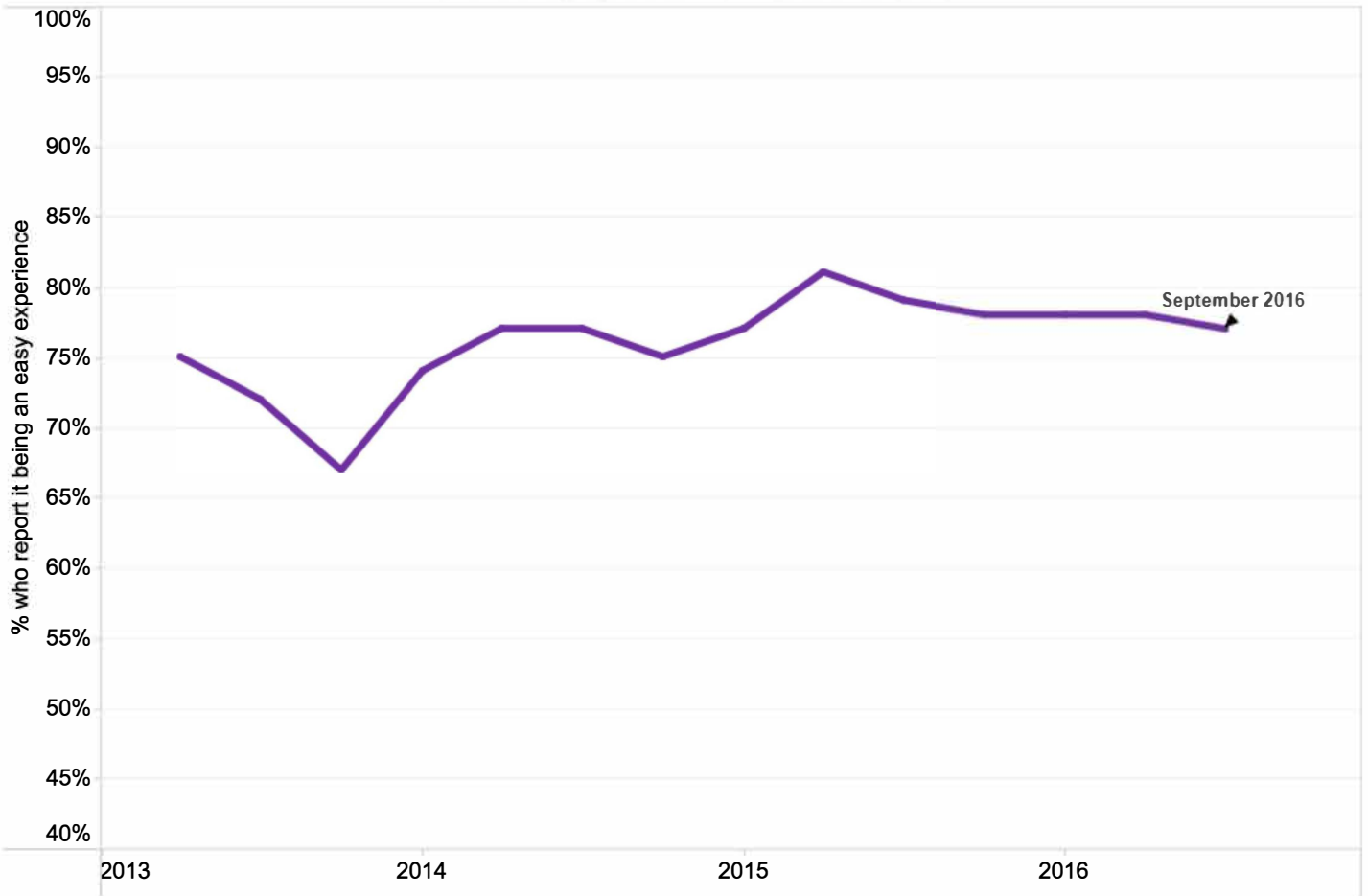
Agency	Service	Oct-Dec 2015	Jul-Sep 2016	Oct-Dec 2016
Department of Conservation	Book Department of Conservation asset	58.5%	29.8%	54.6%
NZ Customs Service	SmartGate departures and arrivals	55.1%	60.6%	63.5%
Ministry of Business Innovation & Employment (Immigration NZ)	Apply for visa	20.2%	30.0%	28.4%
New Zealand Transport Agency	Pay for Vehicle Licence	32.8%	36.6%	37.8%
New Zealand Police	Pay for fine on time	58.1%	62.8%	66.8%
Inland Revenue	File an Individual Tax Return	91.4%	86.9%	94.1%
	Pay Individual Tax	90.9%	89.4%	92.6%
	Apply for an IRD Number	21.5%	26.3%	21.6%
Ministry of Social Development	Apply for Financial Assistance (1)	55.9%	47.9%	66.2%
Department of Internal Affairs	Renew adult passport (2)	44.7%	48.8%	54.0%
TOTAL AVERAGE PERCENTAGE FOR THE QUARTER		52.9%	51.9%	58.0%

(1) A change in reporting methodology for the transaction Apply for Financial Assistance came into effect during October-December 2013. It resulted in a decrease in the digital uptake of this transaction across all periods.

(2) The figures shown for Renew Adult Passport are estimated.

The latest March 2016 quarter results show that 78% of New Zealanders who used a digital transaction with government rated it as being an easy experience. This figure is provided using the results from the Kiwis Count survey.

Ease completing digital transactions (Kiwis Count, SSC)



© 2016 KiwiCount. All rights reserved. KiwiCount is a registered trademark of KiwiCount. All other trademarks are the property of their respective owners.