United Nations session on Civil Registration and Vital Statistics May 2023

New Zealand/Aotearoa
Country context

• Birth, Death, Marriage, Citizenship as well as Passports processed by same Department.
• Major investment in online applications and updated systems.
• We’ve been tested through COVID and demand surges.
• Our systems and online channels proved invaluable, but our staffing approach was stretched.
Direct impacts of COVID-19

• 400% increase in passport demand following opening of borders.
• We made the decision that new staff would be diverted to passports and citizenship as that was where the true pressure was – the impact was our service in CRVS degraded.
# Delivery timeframes

<table>
<thead>
<tr>
<th>Application type</th>
<th>Estimated timeframe</th>
<th>Current timeframes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apostille or authentication</td>
<td>7 working days</td>
<td>21+ working days</td>
</tr>
<tr>
<td>Birth registration</td>
<td>8 working days</td>
<td>2 days</td>
</tr>
<tr>
<td>Certificate, printout or source document</td>
<td>8 working days</td>
<td>8 working days</td>
</tr>
<tr>
<td>Add a parent’s details to a birth record</td>
<td>3 weeks</td>
<td>21+ working days</td>
</tr>
<tr>
<td>Remove a parent’s details from a birth record</td>
<td>3 weeks</td>
<td>21+ working days</td>
</tr>
<tr>
<td>Name change</td>
<td>2 months</td>
<td>21+ working days</td>
</tr>
<tr>
<td>Name change certificate</td>
<td>2 weeks</td>
<td>2 weeks</td>
</tr>
</tbody>
</table>
Long term learning - Upskilling

• We’re embarking upon a pilot where our staff trial the rostered approach to allow us to allocate work to trained staff to match our demand.
• Our new operating model sees teams working across products.
• The result will be a nimble workforce that is able to pivot to the needs of the customer and demand surges
Moving services online and a new civil registration system

An important programme - Te Ara Manaaki - also puts us in good position to deal with these challenges

Te Ara Manaaki - multi-year process and systems transition programme.

Builds off investment into Smart Start.

Two workstreams: one focused on passports and citizenship. The other introducing a new civil registration system.

Why: Make it easy for people to connect with government services by placing our customers at the heart of all we do.

How: By considering what the experience is like for them and then improving our systems, services and software.

So...

- People can do more online and do it more easily – saving time and money.
- They won’t have to provide the same information over and over.
- Their personal information is better protected.
- They’ll only need to contact us if they’re stuck, or their request is unusual or complex.
Moving services online and a new civil registration system

• Te Ara Manaaki - multi-year process and systems transition programme.
• Two workstreams:
  1. Focused on passports and citizenship.
  2. Introducing a new civil registration system.
• Make it easier for people to connect with government services by placing our customers at the heart of all we do.
• By considering what the experience is like for them and then improving our systems, services and software.
A new civil registration system

• All BDM and other registers – around 80 million records – migrated to a cloud-based data centre in Auckland.
• Several legacy systems will be closed, and others merged.
• Big release mid 2024 with second release late 2024.
• Numerous challenges:
  • Go Live involves system outage of 72 – 96 hours,
  • Ensuring external stakeholders and their software providers prepared for new system and outage,
  • Extensive training for staff – at a time when there are recruitment challenges,
  • Working with an overseas vendor on out-of-the-box solution requires more reconfiguration than anticipated,
  • Ensuring back-up plans in place should issues arise,
  • Challenging delivery timeframe.