



**BMF**

**FEDERAL MINISTRY  
OF FINANCE**

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**Granting Family allowance  
without application - "ALF"**

- **The „one stop shop“ in case of birth was one of the topics in the government program 2009**
- **The framework:**
  - **implementation of the central register of births, deaths and marriages (in the Ministry of Interior) in November 2014**
  - **Legal chance for the Ministry of Finance to get electronic personal data**
  - **Further development to a “no stop shop” for granting family allowance without an application**
  - **Planning and implementation in form of a common project (duration 7 month) between the Ministry of Finance and the Ministry of Families and Youth**

- **Total 1.15 million citizens concerned**
- **1.7 million children**
- **1.288 register offices**
- **39 local tax offices at 76 locations**
- **About 81.500 births per year**
- **4.6 billion € annual budget for family allowance**

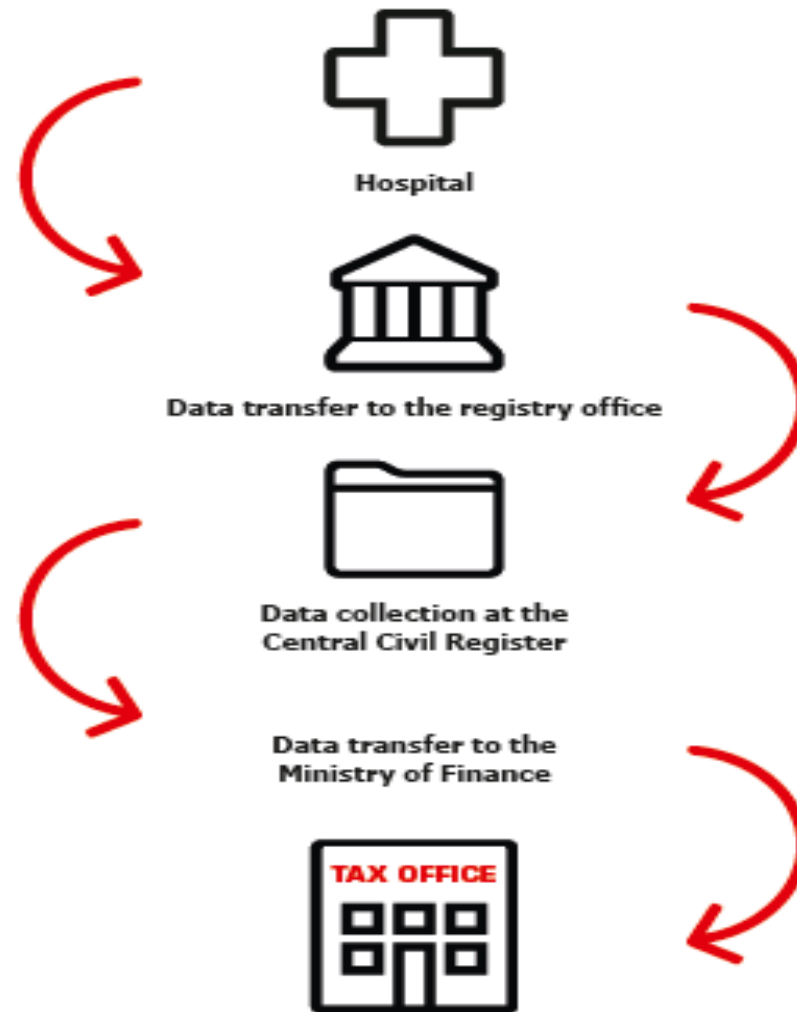
# Changes in the legislation

- **Family Burdens Equalization Act 1967**
- **New: Article 10a**
  - Concerning the legal basis for granting family allowance without an application. A clear but very simple and compact rule. Rising the chance for flexible solutions for the (technical) implementation and to avoid problems that would be caused due too many detailed specifications.
- **Financing; new article 39g paragraph 4**
  - Source: Family burdens equalization fund
  - Reason: The Federal Ministry of Families and Youth is responsible for legal issues concerning family allowances

- **The central register receives information from the hospital (mostly electronically)**
- **Electronic transfer of the personal data from the central register to the Ministry of Finance via data interface**
- **Data transfer from the Ministry of Finance to the responsible local tax offices**
- **In the local tax office quick handling of the cases**

# Procedure

## Procedure



- **All beneficiaries get an information letter, there are two different cases:**
  - **The local tax office has complete information for granting family allowance**
    - citizens don't have to take any further steps – no application, no need to contact the local office, usually they get the family allowance in a very short time (one week)
  - **The local tax office hasn't got all information for granting family allowance**
    - The information letter lists the missing data (for example bank account number), citizens have to return the information letter including the missing information

- **For citizens**

- Saving time and costs, because there is no need to contact the local tax office (no travel time, no waiting time) and to submit an application or further documents
- Saving per year – 39.000 hours

- **For administration**

- Savings and reduction of workload because of automated data collection and data check (this was done manually by employees), no application handling, less citizen contact in the info-center
- This saving will be used for other relevant tasks



- **We created internal and external communication measures involving all stakeholders**
- **Internal communication**
  - Regular information (newsletter) for all employees in BMF/BMFJ intranet
  - 5 regional ALF information events (time for presentation and for questions)
  - Decree of Ministry of Finance how to use the ALF process
- **External communication**
  - Information for recipients of family benefits (flyer available in registry offices, hospitals, baby points, tax offices)
  - Media (press information package, newspaper advertisement)
  - General public relations (ministry websites, facebook, publications, etc.)

# Transactions since 1th of May

- **Status 9th November 2015**
  - A total of 40.864 personal datasets transmitted from the register of births, deaths and marriages (Central Civil Register)
  - New release in ALF since August 2015
  - If bank account is identified -> payment could be done
- **Since that release**
  - 59% no further information needed, quick money transfer
  - 4% cases – without bank account number – need to ask the citizens
  - 35% cases – with missing qualifying conditions
  - 2% error cases
  - Average time of application processing: 2 days
- **No complaints received for ALF**

- **Citizens:**
  - No need to contact the local tax office (therefore no travel time and no waiting time)
  - No need for an application
  - No need for further documents
  - Family benefits are available in a very short time
- **Administration:**
  - Simplified procedures
  - Reduction of manually steps
  - Reduction of workload because of automated data collection and data checks
  - More time for other tasks

- **Intensive and good cooperation and coordination between the involved ministries**
  - Ministry of Interior
  - Ministry of Families and Youth
  - Ministry of Finance
- **Audience oriented communication**
  - Information for recipients of family benefits
  - Information for registry offices, hospitals, baby points
  - General public relations (ministry websites, facebook, publications, etc.)
  - Regular information and 5 regional ALF information events (time for presentation and for questions)

- **Political agreement between the involved ministers**
  - **Federal Minister of Families and Youth Sophie Karmasin**
  - **Federal Minister of Finance Hansjörg Schelling**

- **It should be possible to integrate that austrian model into other administrations which offer public benefits**
- **Requirements:**
  - Legal framework
  - Adaption of that model into the specific situation of the administrations