ALF (Child Benefit without Application)

Submitted by the Austrian Federal Ministry of Finance (BMF)

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Size of organisation
500-5000;
people directly involved: >15

Type of sector
Public health and social welfare/affairs;
Public administration, modernisation,
institutional affairs, reform; Sports, youth,
culture and art; Taxation, customs, finances

Key words of the project
No-Stop-Shop, child benefit, birth,
eGovernment, administrative reform

Based on a decision of the Austrian Federal Government the project ALF started in December 2014. The project ALF is the first step of the program FABIAN (Family allowances new), which is defined to improve the whole service delivery process for the topic family allowance. It is planned to redesign and implement it on a new SAO based web architecture in the next years.

The core functionality of ALF is the elimination of the necessity to make an application for getting child benefit after childbirth, in other words the implementation of a No-Stop-Shop solution. If all necessary information is available to the fiscal authorities, although distributed over different public authorities and different data sources, the person eligible for child benefit will get payment quick and uncomplicated.

Original state (before ALF)
a. Citizen's view – to receive regular payment of the child benefit after birth an application has to be done by: personal handover at the fiscal authority; postal application; online application.
b. Case officer's view – an application processing needs at least: manual data collection; manual application assessment.

Target state (with ALF)
a. Citizen's regular payment of the child benefit starting after birth: need no application; is uncomplicated; done as soon as possible.
b. Case officer's view – ALF automates: data collection; application review and scoring.

Project content
Implementation of the "No-Stop-Shop" solution for automated granting and regular payment of child benefit on occasion of birth. The ALF process is triggered by an electronically data transfer of personal data in case of a live birth. The register of births, deaths and marriages sends the information to the master data administration of the BMF. These data are completed by data from other external databases, e.g.: Income/salary information and National insurance data. Performing a set of business rules the entitlement is checked and the claimant is determined (mother, father, solicitor...).

If banking information (IBAN, BIC) is available the child benefit will be paid quick and uncomplicated. If additional data are necessary they will be gathered by mail through an automatically created information letter. There are approximately 80,000 births per year; this means 39,000 hours savings for the citizens per year and there will be also a nameable amount of savings for the financial authority.

Project goals
a. Improved client-centred service delivery: consistent further development of the One-Stop-Shop principle into the No-Stop-Shop solution; citizens save time and cost, because there is no need to apply; supporting documents are not applicable; the child benefit will be paid quick and uncomplicated.
b. Increased cost efficiency in public administration: reduced personal contact; cost savings for data collection from different data sources; cost savings for application review and scoring.
c. Smooth transition from today's IT landscape to a new solution: ALF is the first step of the program FABIAN, which improves all aspects of family allowance service delivery processes for citizens as well as for the public administration.

Complementary facts
80.000 births; 20% use IT application FinanceOnline for Citizens for application; 1228 register offices; 41 finance offices (80 locations); 1.15 million entitled persons; 1.7 million children; €4.2 billion annual budget for child tax allowance and child benefit.