United Nations session on Civil Registration and Vital Statistics
May 2023

New Zealand/Aotearoa

Te Tari Taiwhenua
Internal Affairs

Te Kāwanatanga o Aotearoa
New Zealand Government

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

Application type	Estimated timeframe	Current timeframes
Apostille or authentication	7 working days	21+ working days
Birth registration	8 working days	2 days
Certificate, printout or source document	8 working days	8 working days
Add a parent's details to a birth record	3 weeks	21+ working days
Remove a parent's details from a birth record	3 weeks	21+ working days
Name change	2 months	21+ working days
Name change certificate	2 weeks	2 weeks

Te Tari Taiwhenua
Internal Affairs

Te Kāwanatanga o Aotearoa
New Zealand Government

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

Te Kāwanatanga o Aotearoa
New Zealand Government

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.