



European Public Sector Award



The Baby Document Service

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Introduction / Background:

- **customer orientation** (service following customers/real living conditions, ... and not the other way round!)
- (document) **service** for parents
- **no-stop-shop-procedure** (from **6-stop-shop** to **no-stop-shop**)
- „walking“ **no-stop-shop**



Introduction / Background:

- **restructuring** process
- **efficient use of resources**
- tight **budget** situation
- **reputation** of public administration



Background: Requirements

- Parents are required to have
 1. birth certificate
 2. residential registration
 3. proof of citizenship
 4. Social insurance coverage
 5. registration of the infant in one of the parents' passports
(new EU-regulation since June 15th 2009!)
 6. acknowledgement of fatherhood, if needed



Background: Statistics – City of Graz

- **main residents:** approx. 254.000
- **other residents:** approx. 36.000
- **main residents of neighbouring communities:** approx. 141.000
- **number of births per year in Graz:** approx. 3.500
- **3 Hospitals with birth-stations:** 70% at the Landeskrankenhaus – the main hospital of Graz, 14% each at the two main private hospitals
- 60% of all births by **parents with main residence in Graz, 85% Austrian citizenship**
- **39% extramarital births**

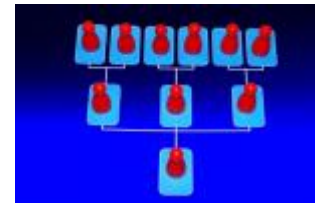


Challenges:

From 6-stop-shop to no-stop-shop:

Different administrative units – on local as well as on departmental level - are responsible, e.g.:

- City of Graz /Department for Citizens' Proceedings:
 - Service Center
 - Registration Unit
 - Citizenship Unit
 - Birth Unit
- local municipal authorities (neighbouring communities)
- district commission
- social insurance body



Challenges Met:

- **customer orientation** – ease the burden on parents
- **service following the customers/certain „living conditions“**
- more **efficient use of resources** (remission for infants' documents!)
- **improved process structures**
- **modernization** process
- **reputation** of civil servants



Implementation:

- Workdays staff members go to the main hospital, the Landeskrankenhaus Graz
- Data acquisition at site
- On returning, all documents are processed and issued
- All documents are ready to be handed over the following day



Implementation:

- if needed, acknowledgement of filiation is transacted
- registry for social insurance is automatically transacted

= (Walking) No-Stop-Shop-Procedure!



Critical Success Factors:

- **commitment of staff!**
- **good cooperation with the hospital**
- **Information to target group = parents**
- **good media coverage**
- **political support by City Councillor**



Obstacles:

- initial resistance of staff
- bureaucratic barriers
- envy of colleagues



- How do we make sure that human resources are available at all times?

Allocated Resources

- neutral in terms of budget resources
- technical equipment: mobile phones and bus-tickets
- new IT-solution: in use since September 2009
- challenges for staff: new working hours



Project Outcome

May 2005 to December 2008:

- more than 7000 birth certificates were issued at site (= more than 60% of all births)
- a further 8% picked up the documents at the office
- registration of residence: 76% of all infants



Results - Overview

First trends at the main hospital show:

- approx. 46% of all parents used the service of registration in the passport (since June 15th 2009: this is no longer possible)
- approx. 65% of the target group apply for proof of citizenship
- The service offered leads to cross-issuing of documents by the responsible units: proof of citizenship (11%), registration of residence (33%), passport registration (13%)



Benefits - Parents

- no need to come to the office, resp. only once
- no more waiting in line
- given feed back is valued



Benefits - Department

- relieve of the Service Center unit
- frequency peaks can be avoided
- motivation and appreciation for staff members
- New job contents for staff (dealing with all documents)
- positive image for municipal authority and civil servants



Benefits – Eco-Balance

- From an ecological point of view, parents saved an estimated 7.800 car rides and lots of time!
- Processing of documents takes at least 1,5 hours
- No waiting time when picking up the documents





**Do You Have
Any Questions?**

Contact Details

Thank you for your attention!

For further information, please contact us at:

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