Support New Zealanders through the digital transition

Action 1  Assist customers to transact digitally, and provide alternatives for those who can’t

Redesign services

Action 2  Make the transactions in the Result 10 ‘basket’ more user-friendly
Action 3  Provide more transactions in the digital environment
Action 4  Consolidate and rationalise the government web domain and rewrite service information to make transactions easier to find and use
Action 5  Adopt RealMe and deliver integrated digital transactions
Action 6  Identify and adopt digital service standards

Benefits for New Zealanders

- Reduced customer effort required to access government services
- Increased customer satisfaction
- Greater uptake of entitlements by eligible customers
- Reduction in penalties and debt incurred inadvertently by customers who have failed to meet obligations to government

Benefits for government

- Reduced per-transaction service delivery costs
- Improved public perception of government
- Greater realisation of entitlement-related policy objectives
- Greater realisation of compliance-related policy objectives
- Reduced service delivery infrastructure costs

New Zealanders can complete their transactions with government easily in a digital environment.

The Customer Vision: Digital by Choice
It will be so easy for New Zealanders to transact with government digitally that they choose to do so.

The Service Vision: Digital by Design
Services will be designed for digital: seamless, smart and secure.

The System Vision: Digital by Default
Integrated digital service delivery will be ‘how we do things’ in government.