Automatic family allowance was our first no-stop shop in the public sector

Facts & figures*

- May 2015: automatic family allowance first started
- 370,000 approved cases since the start in 2015
- 80,000 to 90,000 births per year in Austria
- about 1.1 million beneficiaries

Awards:
- Austrian Public Sector Award 2015
- German eGovernment Award 2015
- European Public Sector Award 2015

Customer benefits
- high data quality through linking existing federal services
- no user interaction in about 65% of all cases

Services & features
- no-stop shop: criteria relating to the birth of a child are verified without application, allowing for rapid receipt of family allowance
- development of new IT system
- linked to existing services of the federal authorities and the ministries:
  - central register of births, marriages and deaths
  - central resident register
  - Main Association of Austrian Social Security Institutions
  - network components and basic components of the financial authorities

*as of 01/2020

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