

Contact

Ferdinand Rödlich

ferdinand.roedlich@brz.gv.at



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

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

Facts & figures*

- > May 2015: automatic family allowance first started
- > **450 000 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

*as of 01/2021