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Selected work

—Siobhan McCarthy





Rates rebates

Project lead, UI/UX

The Service Innovation Lab, Department of Internal Affairs,
Tauranga City Council, and Auckland City Council

‘A Rates Rebate’ is a subsidy (up to \$630) for low-income homeowners on the cost of their residential rates. The subsidy is delivered by Local Councils and is administered by Central Government (specifically the Department of Internal Affairs - DIA).

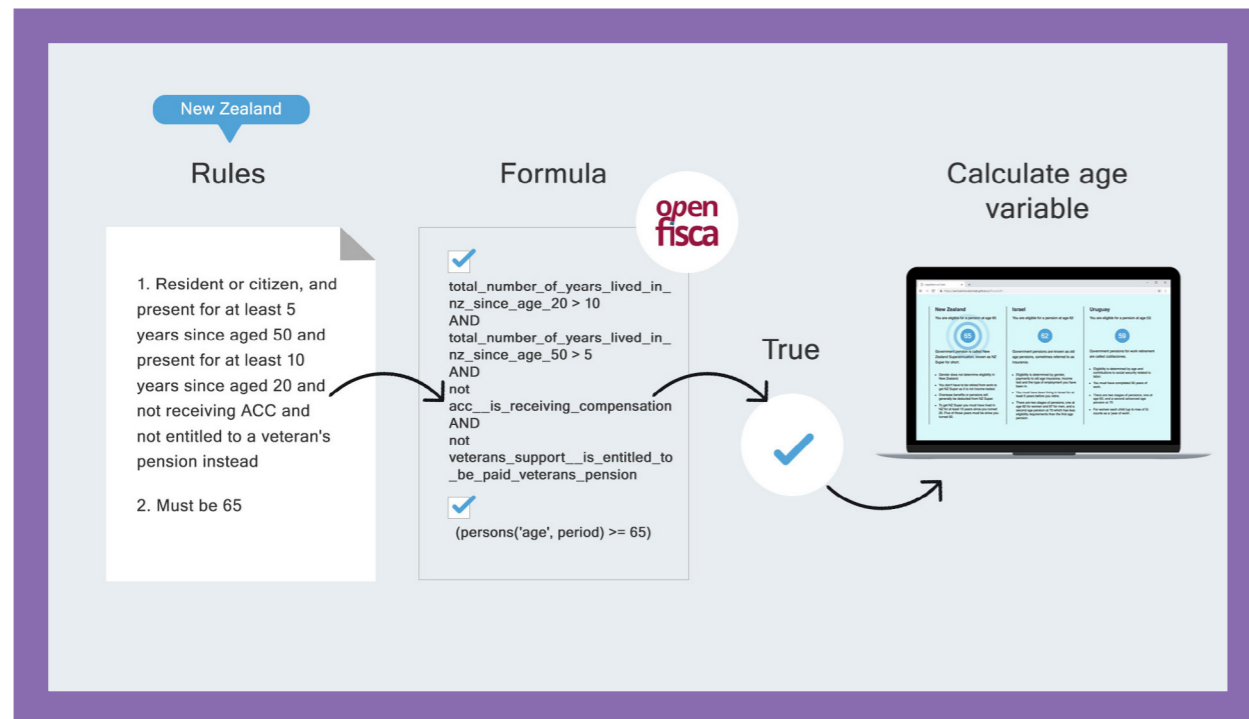
Working in collaboration with a number of agencies we explored and mapped the rates rebates service, including interviewing stakeholders, service providers and customers.

We found opportunities to test system change, and I led the project through discovery, testing, and building a paperless version of the rebates service in Tauranga in 2018. We were able to use open data, plain language, and digital technology to reduce the time taken to apply from an estimated average of 25 mins down to 5 mins.

Read the full report at <https://serviceinnovationlab.github.io/2018/11/30/Rates-Rebate/>

Awards

Winner: Open Source Use in Government
New Zealand Open Source Awards



Digital Nations Legislation as Code Demonstrator UI/UX

The Service Innovation Lab

The Legislation as Code demonstrator is a collaboration between the Service Innovation Lab in New Zealand, the Innovation division at E-Gov, Government CIO in Israel and the Agency of E-Government, Information, Knowledge and Society (AGESIC) in Uruguay. The group worked together to decide what comparable section of each country's legislation would be suitable for a small demonstrator - something we could build in 3 weeks. It was agreed to compare the age of eligibility for a pension.

I was the UI/UX designer on this project, working on how the complex rule information could be presented in a simple format. I also shot and edited the video showcasing the work.

This work was presented at the [Digital Nations Ministerial Summit](#) in Canada November 2018.

Watch

Digital Nations Legislation as Code Demonstrator
<https://www.youtube.com/watch?v=bglyliHUonU&feature=youtu.be>

Food Act 2014 Transition

Service Design, Graphic Design

Ministry for Primary Industries



During my time at the Ministry for Primary Industries, I worked supporting the Food and Beverage team with the transition to the Food Act 2014. This involved doing ethnographic research and workshops with food businesses and creating artifacts responding to their need. One of the biggest parts my work included the new Simply Safe & Suitable Template Food Control Plan, a plain language and visual version of the regulations. The new template reduced the word count by over 80% compared to the Template Food Control Plan that came before it, removed scientific jargon, as well as breaking down the information in a way that made sense to the needs of the audience who are often time poor or have English as a second language.

This work also included advising strategies for creating content that was accessible and engaging for food businesses, changing the role of the team from regulators to a more service related role helping make food safety easier for all to achieve.