

Selected Work

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Benefit Me

Digital Aotearoa Collective

Understanding eligibility for support under the Social Security Act can be challenging, even for those who interact with the system regularly. Many people are eligible for more help than they realise, but don't know where to start to understand, or are not comfortable interacting with Work and Income directly.

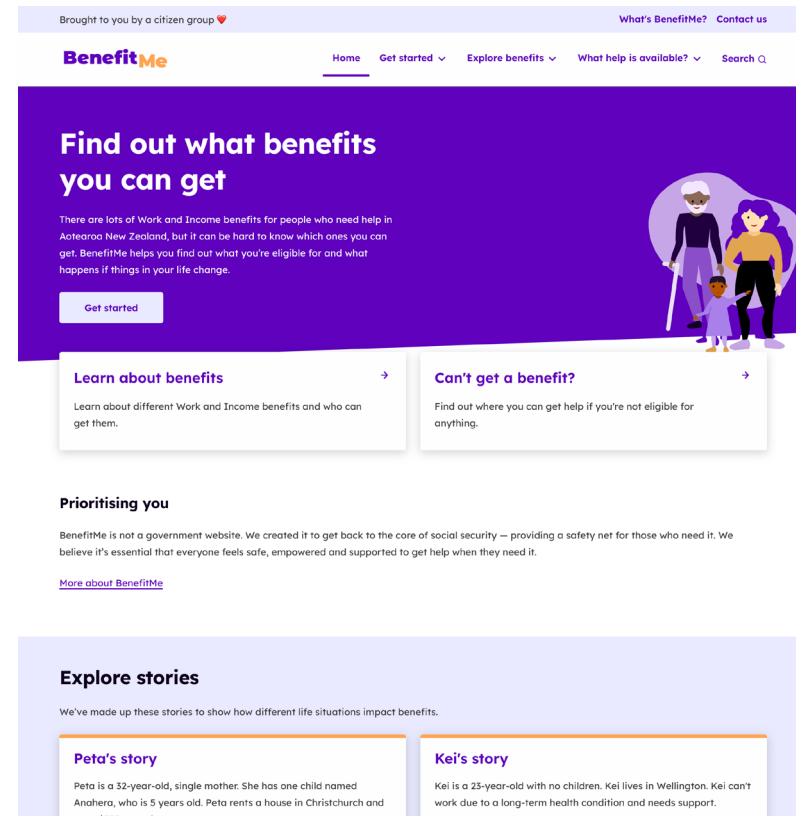
I worked as the lead of service and user experience design related work within a team of likeminded digital civil advocates to create a proof-of-concept site to show how rules-as-code can enable alternate interfaces for interacting with government services.

My role included planning and execution of design related activities. Analysis of current state, including discovery interviews with community advocates, such as Citizens Advice Bureau and Community Law to uncover pain points within the system such as common incorrect interpretations of the law, how they provide support, and what the communities they serve experience.

Analysis of the legislation to identify needs and opportunities for creating accurate and accessible creation of digital tools for end users who want to understand their entitlements, as well as those who support them.

Design of brand identity, user interface, and supporting imagery.

We received feedback that the website gained use in the community, and it was successful in providing a more accessible way for them to understand their entitlements.



<https://benefitme.nz>

Rates Rebate Digitisation

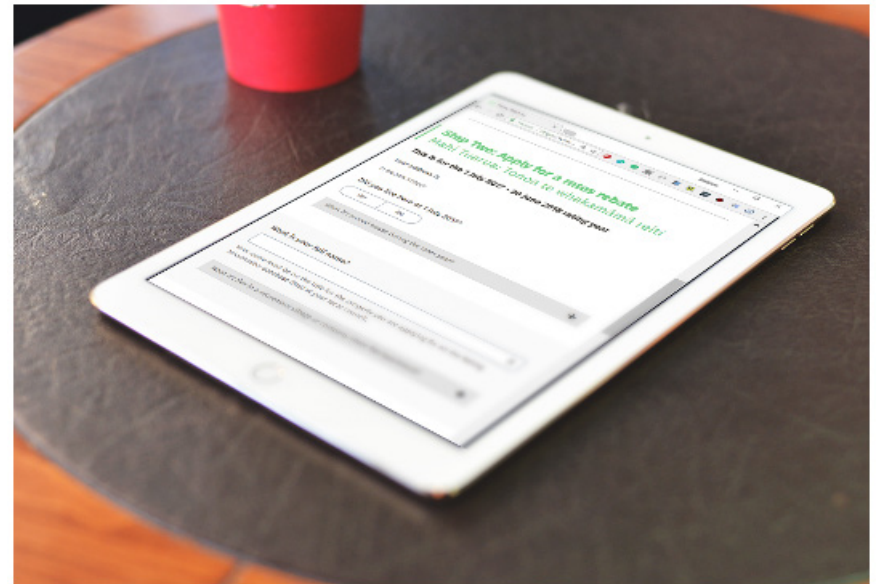
Department of Internal Affairs

A Rates Rebate' is a subsidy for low-income homeowners on the cost of their residential rates. The subsidy is delivered by Local Councils and is administered by the Department of Internal Affairs.

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

Through this work, wording of the Rates Rebate Act around statutory declaration was identified as a barrier to digitisation, and reports provided from the project lead to The Act being amended to enable better delivery of the service digitally.

<https://serviceinnovationlab.github.io/2018/11/30/Rates-Rebate/>



*I'd also like to thank the Service Innovation Lab within the Department of Internal Affairs for their contribution to this work.... The analysis part of this trial identified the statutory declaration requirement as a barrier, not just for the development of online applications, but for existing paper applicants, as well.
... The work of the service innovation lab and these councils has been an important contribution to this bill.*

**Hon Jenny Salesa (Minister for Building and Construction)
on behalf of the Minister of Local Government
– Rates Rebate (Statutory Declarations) Amendment Bill
Third Reading**

More Zeros and Ones

BWB Texts

I was approached by the editors to provide a chapter about universal design for this sequel of the popular BWB Text *“Shouting Zeros and Ones: Digital Technology, Ethics and Policy in New Zealand”*.

Based on experience advocating for accessibility in my career, I wrote my chapter *“Don’t Wait Until It Happens to You: Caring about Digital Accessibility and Inclusion”* for a general audience as an overview of ways barriers to access can occur in digital services, how one may begin to advocate for accessibility in their work, and a challenge to the readers -don’t wait until disability happens to you to care about accessibility in your work.

I received positive feedback, including that my chapter provoked the publisher Bridget Williams Books to think about how they might improve accessibility in their own digital publications and offerings.

<https://www.bwb.co.nz/books/more-zeros-and-ones/>

