Streamlining and modernising processes

Ministry of Health: switching to one system

The New Zealand Ministry of Health wanted to make a change to their entire process for creating, publishing, managing and reporting on consultations online. They had been using an uncoordinated, ad hoc system, with dozens of user accounts across various digital tools.

The Ministry of Health made the switch to Citizen Space, bringing all their consultation activity into one place. This immediately made it more efficient for the Ministry to audit and report on their own activity – and, crucially, made it easier for the public to find opportunities to have their say.

"We've made it easy to have your voice heard...Everyone's invited. It's important feedback comes from the widest cross-section of society as possible...so please make your views known"

Associate Health Minister, New Zealand Government