



Comprehensive digital channel

Digital work and income client file (DKD). That's the more general working name. But clients see something quite different. Clients can access their personal work and income details via Mijn UWV.nl and Werk.nl. It's quite straightforward: clients can do a lot online. Or not. It's entirely up to them. 'The days of passing on the entire administrative burden to the client are over,' says Martin Helfferich of UWV WERKbedrijf.

Helfferich: 'In the past, municipal authorities, the Workers Insurance Authority (UWV) and the Work and Income Centre (CWI) each had their own work processes, applications and rules. It was an extremely complex and non-transparent procedure. For everyone. And it also meant that, together, we placed a huge administrative burden on our clients. Clients were required to enter their details repeatedly even though most of the information had already been on file in the chain for some time. We considered it almost a normal way of proceeding, which of course is not.'

Collaboration and regulation

The three parties wanted an improved, more integrated service. Helfferich: 'In practice, this meant: working together physically, and regulating things more efficiently behind the scenes. UWV WERKbedrijf - that's what the CWI is now known as - and municipal authorities have teamed up and now work together at job centres known in Dutch as *Werkpleinen*. Here, job-seekers can check out vacancies, seek advice from work coaches and register with temporary

employment agencies and re-integration agencies. In other words, the *Werkplein* is a physical channel and, with the DKD, we now have a full digital channel, too. Which is in keeping with the concept of eGovernment. The DKD is not yet up and running, but we've come a long way. The number of users is on the increase, and so is client satisfaction.'

Everything online

Nicolette Groeneweg is one of the satisfied clients. In January 2009, she applied for an unemployment benefit (WW). 'I thought it would be a bit of a hassle, but I was pleasantly surprised. I completed my application online, at [uwv.nl](#). You enter your details just once, and they're forwarded to UWV WERKbedrijf. Only your payslips and employment contract are sent by post. Now, I regularly log in to [UWV.nl](#) with my DigiD and check my details, make any changes or request statements. You can also look for jobs via [werk.nl](#). You just create a profile in *Mijn Werk* so that employers searching the site can match you to their vacancies. The site also lists jobs you can apply for. The sites are very user-friendly and handy. Comprehensive too. I once visited the WERKbedrijf to meet my work coach. I've been mailing her job applications since.'

Better and better

The DKD is steadily improving. Helfferich proudly says: 'We've recently added more pre-filled fields and the client can see many of the details we already have on file. Because transparency is of course also an aspect of eGovernment. The DKD is also a wonderful example of a chain collaboration that works. And the great thing is: more and more agencies such as the Social Insurance Bank (SVB) are joining.' Groeneweg adds: 'I'm thinking of starting a small business.'

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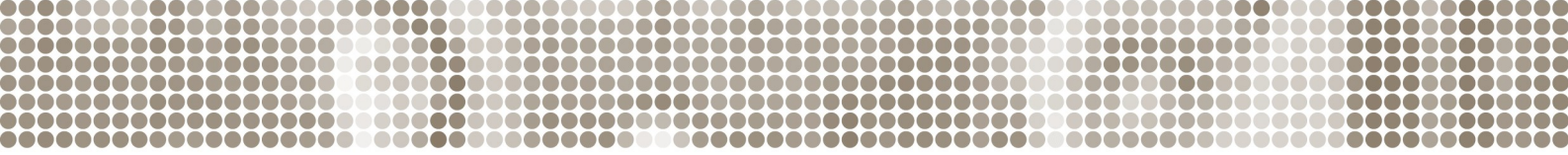
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There's information about how to be self-
employed on werk.nl, and how you can combine
that with benefits for a certain length of time.
That kind of information is really helpful.'

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