

# ANNUAL REPORT

FOR THE YEAR ENDED JUNE 2001



THE DEPARTMENT OF INTERNAL AFFAIRS



Te Tari Taiwhenua

THE HONOURABLE GEORGE HAWKINS  
MINISTER OF INTERNAL AFFAIRS

I am pleased to present the Annual Report of the  
Department of Internal Affairs for the period  
1 July 2000 to 30 June 2001.



Peter Hughes  
Chief Executive

REPORT

THE DEPARTMENT OF INTERNAL AFFAIRS

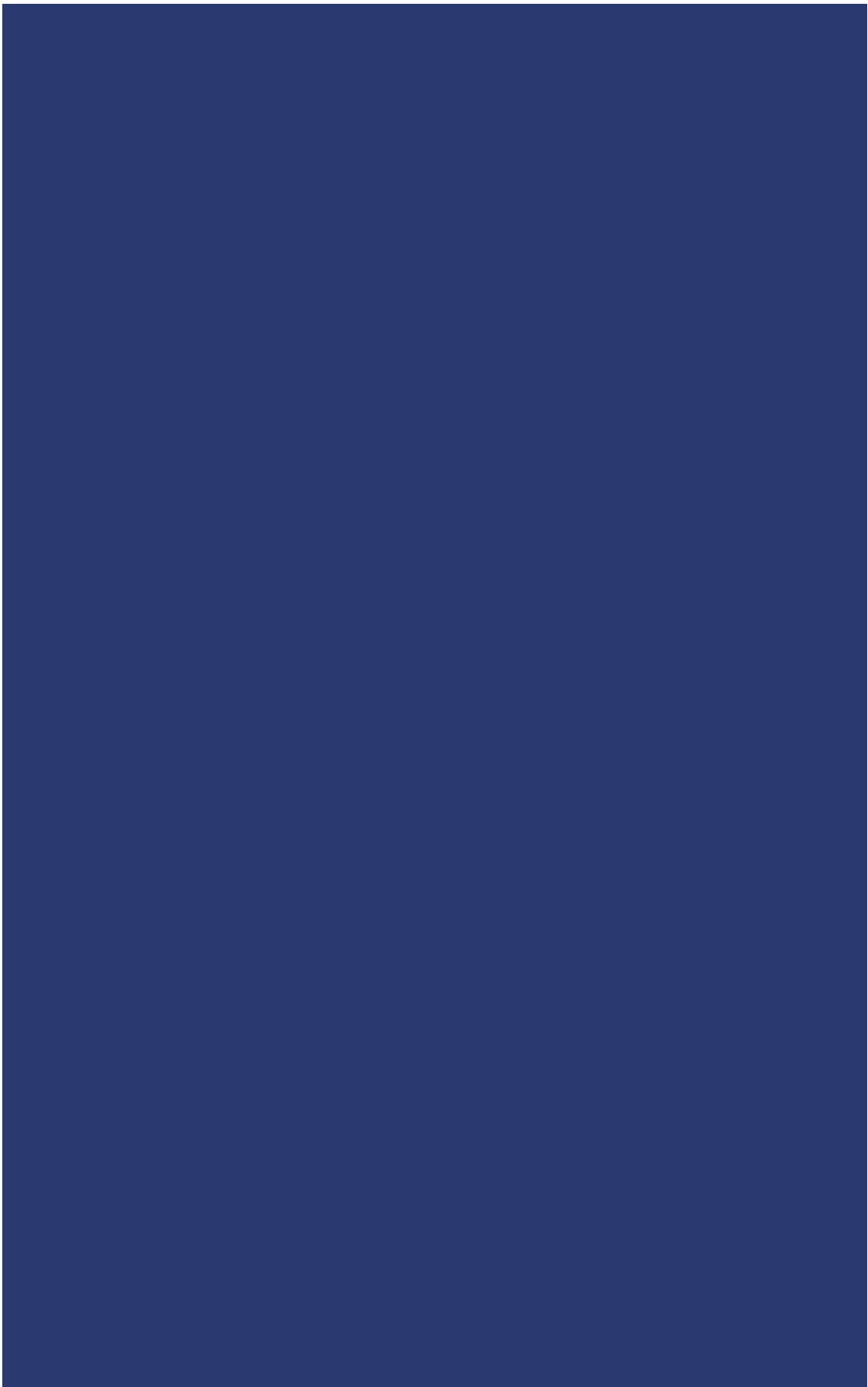
TE TARI TAIWHENUA

For the Year Ended 30 June 2001



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Presented to the House of Representatives  
Pursuant to section 39 of the Public Finance Act 1989



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# Part One

## Overview

# Chief Executive's Report

Earlier this year, I indicated in the Departmental Forecast Report that the Department was shifting its attention from issues of purpose and direction, towards a greater emphasis on bottom-line performance and meeting our clients' needs.

This Annual Report provides clear signs of this shift. In the 2000/01 year we improved our performance by thirteen percent over our 1999/2000 results, and implemented changes to the way we work which will sustain that improvement well into the future.

If that had been the only achievement, the Department would have been doing well. But this was achieved while we progressed some major initiatives for Government, on time and within budget - most notably the reviews of Local Government and Gaming, and the Births Deaths and Marriages Records Conversion project.

New gaming legislation is likely to be introduced into the House before the end of this year and will see significant changes for New Zealanders. The Department has completed a nationwide consultation, including Māori and Pacific People, and is currently assisting Government to make final decisions so that drafting of the legislation can commence.

The Local Government reforms have included a number of very substantial projects. The three significant ones are the Local Electoral Act, Local Government Funding Powers and Local Government Act Reviews. Significant progress has been made on these reviews, enabling introduction of legislation into the House.

The first phase of the Births, Deaths and Marriages Records Conversion project was completed in June. This project involved the conversion of some six million paper based records to electronic text files which link to the associated registrations held in image format. This was a major information technology initiative, and it was completed within budget and to specifications.

And there are other achievements of which we can be just as proud - the establishment of the new Office of Ethnic Affairs is an initiative that will be increasingly important for the Department and New Zealand into the future.

The next year will be just as challenging for the Department - with more high profile projects on its work programme, including major developments in several of our business groups.

In the relatively short time that I've been here, I have been thoroughly impressed by the commitment, dedication and professionalism of the many staff who work in the Department.

I take up the position of Chief Executive of the Ministry of Social Development on 1 October, but I hand on a Department that is in good shape, and has great potential for its future. Its achievements in 2000/2001 are only a sampling of that potential.

My thanks to all staff of the Department for the hard work that has led to our achievements over the past year. And I also want to thank the Ministers with whom we have worked, in particular the Honourable George Hawkins, Minister of Internal Affairs, for the time and energy that they have invested in us.

I have greatly enjoyed my time with the Department of Internal Affairs. I will watch its progress with considerable interest and affection.



Peter Hughes  
Chief Executive

# Highlights

## LOCAL GOVERNMENT REFORM

### Electoral Reform

- New Bill enacted in May 2001
- On time, on budget and to specification.

### Funding Powers Reform

- All policy development delivered on time
- Drafting instructions have been sent to the Parliamentary Counsel Office for this Bill to be introduced in August 2001.

### Review of Local Government Act

- Policy development delivered on time
- Consultation document completed and delivered on schedule
- Consultation process under way and near completion.

## GAMING REFORM

### Gaming Review

- Consultation document completed and launched on schedule
- Consultation process successfully completed
- Policy development process on schedule
- On track for legislation to be introduced before December recess.

### New Zealand Gaming Survey

- Major social impact research
- Release of the final five reports
- Completion of a four year project
- Significant input into the Gaming Review.

## ETHNIC AFFAIRS

- Establishment and launch of the Office of Ethnic Affairs in Wellington and Auckland
- Completion of the Draft Ethnic Affairs Policy Framework.

## CIVIL DEFENCE EMERGENCY MANAGEMENT REFORM

- Civil Defence Emergency Management Bill introduced into the House during the second quarter
- Draft National Strategy for Civil Defence and Emergency Management completed.

## RACING BILL

- Policy development delivered on time
- Racing Amendment Bill introduced in June 2001.

## E-GOVERNMENT

### Authentication Project

- The Department has been asked to co-lead the Authentication Project including sponsorship, project management and representation on project teams.

### Digital Divide Strategy

- Community Development Group is represented on the Digital Divide Strategy working party and recognised as a leading player with the launch of COGS Online.

### Secure Electronic Environment Pilot (S.E.E)

- Executive Government Support is actively participating in the S.E.E pilot.

### Identity Services Business Case for Electronic Delivery of Services

- Business case and policy development delivered to Ministers
- Cabinet papers prepared to meet Ministerial requirements
- Significant support received from the E-government unit and Government agencies
- Collaboration with other Government Departments to develop the legislative framework for sharing identity information.

## LIFE EVENTS RECORDS CONVERSION

- Phase One of the Births, Deaths and Marriages Records Conversion project was completed on time and on budget.

## COMMUNITY AND VOLUNTARY SECTOR

The Department established the new Vote Community and Voluntary Sector and transferred the authority and delegations to a new minister.

### International Year of Volunteers

- Co-ordination of Government participation in the International Year of Volunteers, including the distribution of \$300,000 for events and projects.

### IACD Conference

- Co-ordination and management of the International Association of Community Development conference. Over 450 attendees representing 120 countries attended the four day conference.

### COGS Online

- Launched an electronic platform for community organisations to apply for Government funding.

## ROYAL COMMISSION ON GENETIC MODIFICATION

- Royal Commission on Genetic Modification was established on 8 May 2000
- Provided the administration and support to enable the Commission to undertake extensive nationwide consultation
- Commission concluded its task on 27 July 2001 on time and under budget
- Report-[www.gmcommission.govt.nz](http://www.gmcommission.govt.nz).

## EXECUTIVE GOVERNMENT SUPPORT

The successful management of 11 high profile visits and events including:

- Swearing in of Dame Sylvia Cartwright
- State Funeral for Sir David Beattie
- ANZAC day commemorations
- Co-ordination of State visits.

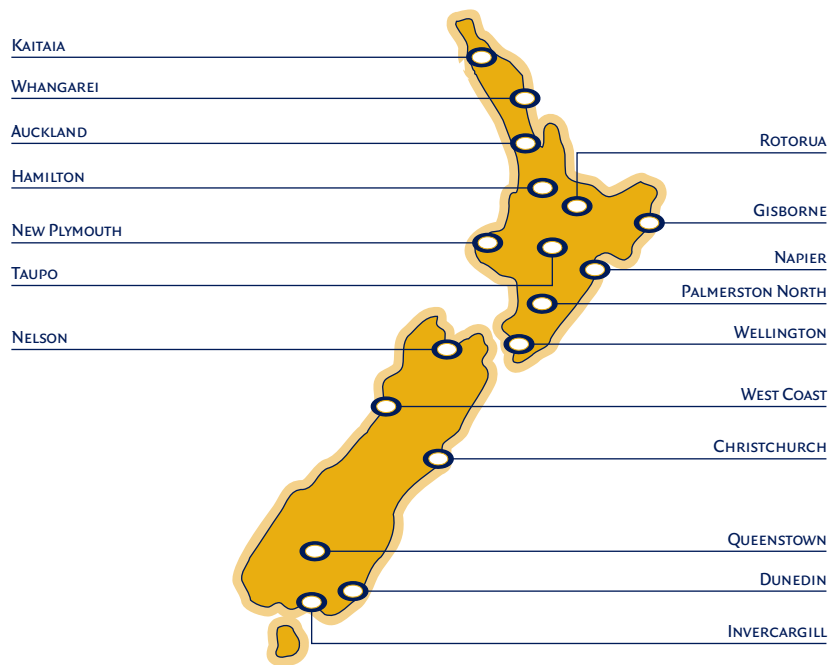
# Structure

The Department of Internal Affairs - Te Tari Taiwhenua, is New Zealand's oldest Public Service Department, tracing its origins back to the first Colonial Secretary's Office established in 1840. The Department is a large multi-purpose organisation with both policy and operational functions. Diversity has been a consistent characteristic throughout its history.

## As at 30 June 2001, the Department....

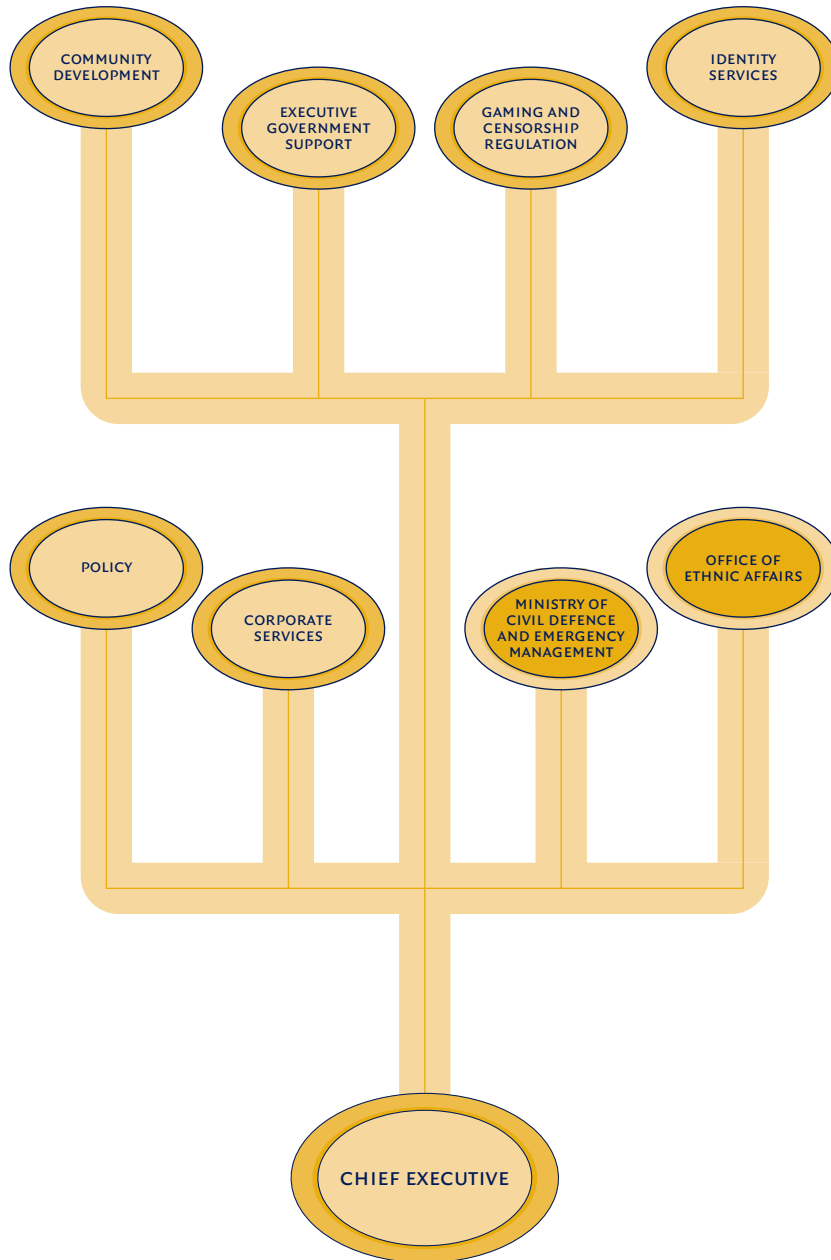
- Employed 907 full time equivalent staff in 17 locations throughout New Zealand, plus small offices in Sydney and London
- Reported to five Ministers or associates and one Parliamentary Under-Secretary covering six Ministerial Portfolios and Responsibility Areas
- Had responsibility for monitoring six Crown entities, plus a larger number of other entities (statutory bodies, trusts, commissions and fellowships)
- Had departmental revenues of \$118 million from both Crown and external sources (see Part 4)
- Administered approximately 100 Acts and sets of Regulations, plus around 1,500 'local' acts (see Part 5).

The Chief Executive is the Secretary for Internal Affairs, the Secretary for Local Government and the Secretary for Civil Defence.





The Department is arranged into eight business groups as follows:



### Changes to Structure

During the year a number of changes occurred within the Department. On 1 July 2000 the Office of Tourism and Sport transferred to the Ministry of Economic Development. Archives New Zealand was established on 1 October 2000. The New Zealand Millennium Office was closed on 28 January 2001 as the services were no longer required (See page 147). On 1 May 2001 the Office of Ethnic Affairs was opened.

# Business Groups

## COMMUNITY DEVELOPMENT

TE RŌPŪ WHAKATINANA PAPA KĀINGA

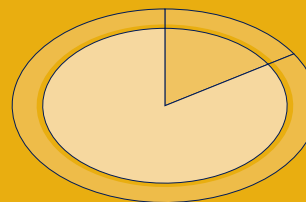
Paul Curry – General Manager



### Services include:

- **Community Grants** - administers and monitors \$13 million of Crown funding and \$130 million of lottery funding. Provides advice and information to grant distribution committees
- **Community Development Services** - provides information, development assistance and resources to community groups to strengthen communities through the development of community capability and enhancing community benefit and participation
- **Local Government Services** - provides advice to the public, the Local Government Commission and the Minister. Provides facilities and regulatory services for boat use on Lake Taupō. Provides rate rebates to low-income rate payers.

STAFF AT 30 JUNE 2001 (FTE) = 141



CDG 16%

DEPARTMENT OF  
INTERNAL AFFAIRS 84%

ACTUAL EXPENDITURE = \$16.1 MILLION

## EXECUTIVE GOVERNMENT SUPPORT

TE POUROTO KAWANATANGA

Pam Madgwick – General Manager

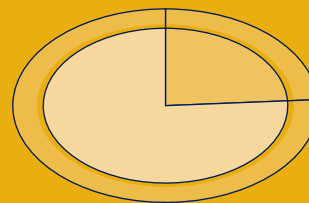


Executive Government Support provides a range of services to Ministers of the Crown to assist in the smooth operation of New Zealand's executive government. The group aims to provide responsive, timely and effective customer service, meeting the requirements of Executive Government.

### Services include:

- **Ministerial Services** - provides office and residential services to the Prime Minister and the Executive Government
- **Media and Communications** - provides media monitoring services, communications and information technology services to the executive government
- **VIP Transport Service** - provides a chauffeur driven service and a fleet of self-drive vehicles, mainly for Ministers
- **Visits and Ceremonial Office** - organises and co-ordinates visits of guests of the Government, state or ministerial functions and ceremonies, and congratulatory messages
- **The Translation Service** - provides translation services in more than 70 different languages
- **The New Zealand Gazette** - publishes the Gazette
- **Commissions of Inquiry** - provides administrative support to Commissions and Royal Commissions of Inquiry
- **Blue Pages**<sup>1</sup> - co-ordinates and publishes the Blue Pages in New Zealand telephone directories and New Zealand Government On-Line ([www.govt.nz](http://www.govt.nz)).

STAFF AT 30 JUNE 2001 (FTE) = 218



EGS 24%

DEPARTMENT OF INTERNAL AFFAIRS 76%

ACTUAL EXPENDITURE = \$30.4 MILLION

<sup>1</sup> For the 2000/2001 fiscal year Blue Pages were produced in the Community Development Group.

## GAMING & CENSORSHIP REGULATION

TE ROOPU TAKIARI WHAKAMĀTAU

Gerald Scanlan – Acting General Manager

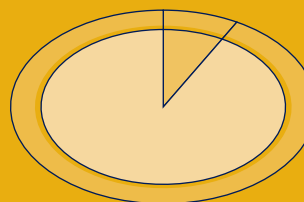


The Gaming and Censorship Regulation Group exists to ensure that gaming is fair, honest and lawful, and to uphold community standards of censorship. Its key operating concept is risk-based intervention, so resources are focused on issues of highest priority. The group encourages the maximum possible industry self-regulation.

### Services include:

- **Gaming Compliance** - conducts audits and investigations of gaming machine societies and other kinds of gaming, including instant games, housie, lotteries, prize competitions and licensed promoters, and prosecutes illegal gaming
- **Gaming Licensing** - licenses (non-casino) gaming activities, prize competitions, housie, lotteries and other games of chance. It undertakes licensing of casino employees, and provides operational policy advice and information to the public
- **Casino Supervision and Inspection** - conducts casino audits and investigations
- **Censorship Compliance** - inspects videos, films, books and magazines, and electronic media, investigations and prosecutions as needed.

STAFF AT 30 JUNE 2001 (FTE) = 70



GCR 8%  
 DEPARTMENT OF INTERNAL AFFAIRS 92%

ACTUAL EXPENDITURE = \$7.3 MILLION

## IDENTITY SERVICES

TE RATONGA TUAKIRI

Annette Offenberger – General Manager



The Identity Services Group aims to be the primary source of government information regarding identity and key life events such as births, deaths and marriages.

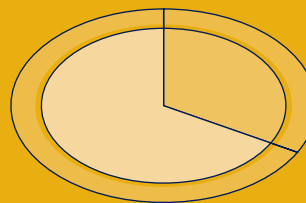
### Services include:

- **Passports** - issues over 350,000 New Zealand passports and other travel documents in New Zealand and throughout the world each year
- **Citizenship** - processes applications for New Zealand citizenship, records grants of citizenship, and arranges ceremonies where citizenship is conferred and new citizens welcomed
- **Births, Deaths and Marriages** - registers births, deaths, marriages, changes of name and marriage celebrants, and provides access to this information, generally in the form of birth, death and marriage certificates.

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Part One: Overview  
Business Groups

STAFF AT 30 JUNE 2001 (FTE) = 317



IS 35%

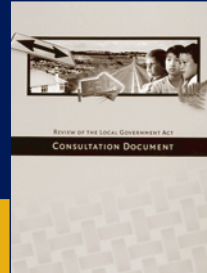
DEPARTMENT OF  
INTERNAL AFFAIRS 65%

ACTUAL EXPENDITURE = \$37.2 MILLION

## POLICY

NGĀ KAIWHIRI KAUPAPA HERE

Helen Algar – General Manager

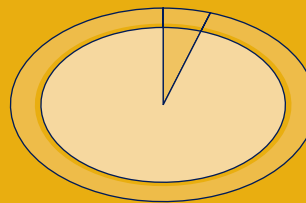


The Policy Group provides advice to three Ministers across a number of policy areas which affect the lives of New Zealanders. Policy advice involves a variety of functions which in combination enable our Ministers to meet their responsibilities for a range of policy portfolio areas, and to achieve their policy reform priorities. The group provided advice to the Ministers of Internal Affairs, Local Government and Racing.

### Provided advice on:

- Local Government
- Gaming
- Fire
- Building
- Identity
- Censorship
- Crown entity performance monitoring and appointments
- Racing.

STAFF AT 30 JUNE 2001 (FTE) = 41



POL 5%

DEPARTMENT OF  
INTERNAL AFFAIRS 95%

ACTUAL EXPENDITURE = \$6.3 MILLION

## MINISTRY OF CIVIL DEFENCE & EMERGENCY MANAGEMENT

TE RĀKAU WHAKAMARUMARU



John Norton – Director

The Ministry exists to promote a “resilient New Zealand”, with communities that are able to manage and reduce their vulnerability to hazards.

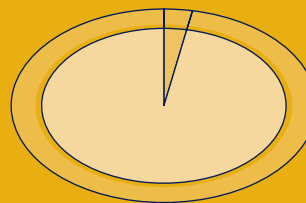
### Services include:

- **Policy Advice** - development of government policy on civil defence emergency management, and ministerial servicing
- **Advice and Information** - provision of advice and information to central and local government agencies, emergency services, businesses and the public about the Government’s civil defence emergency management framework
- **Management Frameworks** - implementation of the new civil defence emergency management framework
- **Civil Defence Emergencies** - management of national level civil defence emergencies.

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Part One: Overview  
Business Groups

STAFF AT 30 JUNE 2001 (FTE) = 24



MCDEM 3%

DEPARTMENT OF  
INTERNAL AFFAIRS 97%

ACTUAL EXPENDITURE = \$4.8 MILLION

## OFFICE OF ETHNIC AFFAIRS

TE TARI MATAWAKA

Sonja Rathgen – Acting Director

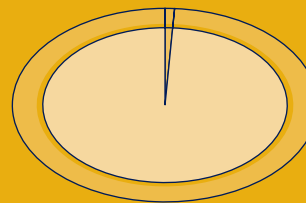


The purpose of the Office of Ethnic Affairs<sup>2</sup> is to enable ethnic people to fully participate in and contribute to New Zealand's social, cultural and economic life.

### Services include:

- **Advisory and Information Services** - a point of contact for ethnic people with the New Zealand government. Provides advice and information on matters affecting ethnic communities and public information about ethnic communities and their contribution to New Zealand
- **Policy Advice** - identifies the implications of government policy for ethnic communities and provides policy advice and information on issues relating to ethnic groups. Provides the Minister for Ethnic Affairs with support for his role.

STAFF AT 30 JUNE 2001 (FTE) = 5



ETHNIC AFFAIRS 1%

DEPARTMENT OF  
INTERNAL AFFAIRS 99%

ACTUAL EXPENDITURE = \$0.5 MILLION

<sup>2</sup> For the 2000/2001 fiscal year Ethnic Affairs was part of the Internal Affairs Policy Group.



## CORPORATE SERVICES



Provides a range of services and support to business groups to enable them to meet objectives.

### This includes:

- **Capability and Communications** - responsibility for marketing and communications, human resources and Effectiveness for Māori
- **Finance and Performance** - responsibility for finance, planning and performance assurance, and integrating the Department's planning, budgeting, monitoring and reporting processes
- **Information and Facilities** - responsibility for information, technologies and facilities, and creating the work environment - both physical and digital
- **Strategic Support** - responsibility for audit, research and legal services. The team also provides strategic support to the Chief Executive.

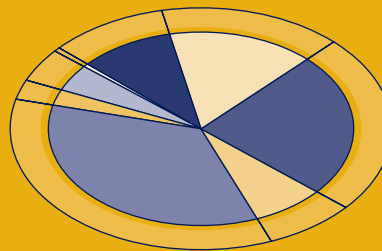
# Staff

During the 2000/2001 year, the Department introduced its work place principles:

“We Value People, We Act With Integrity, We Provide Outstanding Service”

There are 907 full time equivalent staff employed across the seven different business groups and corporate areas. They are spread across the organisation as shown in the following diagram:

NUMBER OF FULL TIME EQUIVALENTS

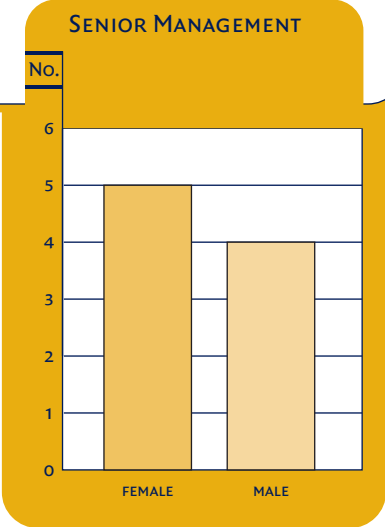
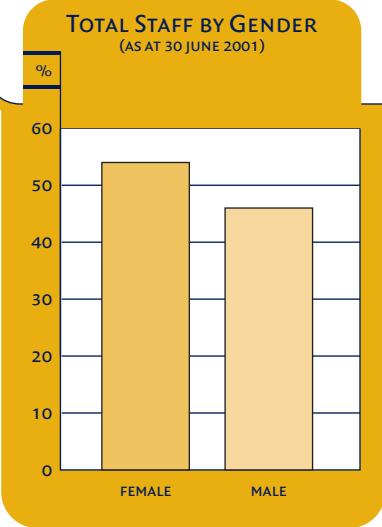


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- EXECUTIVE GOVERNMENT SUPPORT 218
- GAMING AND CENSORSHIP REGULATION 70
- IDENTITY SERVICES 317
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- POLICY 41

## STAFF BY GENDER

The percentage of female and male staff have remained static over the past two years (1999/2000 and 2000/2001) with 54% of female and 46% of male staff in June 2001.

As at 30 June 2001, five senior managers were female and four were male. There were two senior management vacancies.



## EQUAL EMPLOYMENT OPPORTUNITIES

The Department is committed to providing equal employment opportunities (EEO) to all staff and to create an environment that accepts, values and supports diversity. This is consistent with the principles “we value people”, “we act with integrity” and “we provide outstanding service”. This year the Department established five year baseline strategies and targets within each Business Group.

### Specific initiatives undertaken this year have included:

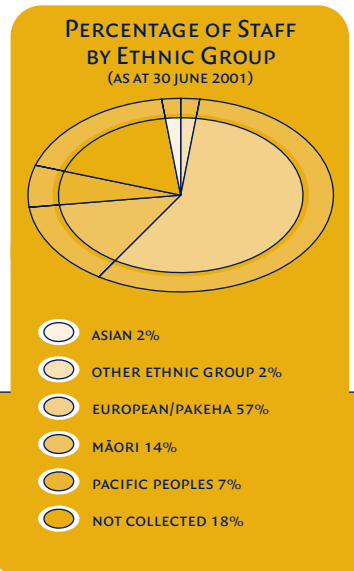
- Being recognised by the EEO Trust that the Department is an employer of choice for EEO target groups
- Establishing a caucus for all Pacific staff working within the Community Development Group
- Training for Identity Service managers and team leaders in the Human Rights Act to raise awareness and understanding of EEO policy and objectives
- Training for Identity Service team leaders to ensure recruitment is carried out in a way that is appropriate for EEO target Groups
- Training modules on cross-cultural and non-verbal communication in the Customer Service training programme are currently being undertaken by 30 staff within the Identity Services Group.

The number of staff with disabilities has decreased slightly from 7% to 6%. This has been as a result of structural changes within the Department.

As the Department’s EEO strategies begin to take effect we would expect there to be a corresponding increase in the number of staff in EEO Target Groups over the next five years.

### Ethnicity

The chart below outlines the current diversity within the Department. There has been an increase in the number of Pacific staff to 7%, which meets the target the Department had set for 2005. There has been a slight decrease in the number of Māori staff resulting from structural changes within the Department (i.e transfer of the Heritage, and Office of Tourism and Sport functions from the Department and the closure of the New Zealand Millennium Office).



## EFFECTIVENESS FOR MĀORI

At 30 June 2001, 14% (i.e 129 staff) of all departmental staff (949 staff) that provided ethnicity information were Māori. This result shows we are on track to achieve the Department's EEO goal for Māori staff of 16% by 2005.

As at 30 June 2001, 5% of middle and senior management were Māori. The Department is actively working on strategies to increase Māori participation in management.

## SALARY RANGES

The table below outlines the salary ranges for all staff (not including bonuses) as at 30 June 2001.

Included in the totals are 17 staff that are based in overseas offices.

There are six staff in the London office (converted to New Zealand dollars at 0.28765) and 11 staff in the Sydney office (converted to New Zealand dollars at 0.79965).

SALARY RANGE	NUMBER OF STAFF (AS AT 30 JUNE 2001)
\$10,000 - \$19,999	1
\$20,000 - \$29,999	147
\$30,000 - \$39,999	314
\$40,000 - \$49,999	225
\$50,000 - \$59,999	81
\$60,000 - \$69,999	73
\$70,000 - \$79,999	60
\$80,000 - \$89,999	21
\$90,000 - \$99,999	10
\$100,000 +	17
	<b>949</b>

# Ministers

As at 1 July 2001, the Department is responsible to five ministers administering six Votes. The Minister of Internal Affairs is the responsible minister for the Department. Votes administered by the Department and their responsible ministers are:

VOTE COMMUNITY AND VOLUNTARY SECTOR	MINISTER RESPONSIBLE FOR COMMUNITY AND VOLUNTARY SECTOR THE HONOURABLE STEVE MAHAREY
VOTE EMERGENCY MANAGEMENT	MINISTER OF CIVIL DEFENCE THE HONOURABLE GEORGE HAWKINS
VOTE INTERNAL AFFAIRS	MINISTER OF INTERNAL AFFAIRS MINISTER FOR ETHNIC AFFAIRS THE HONOURABLE GEORGE HAWKINS
VOTE LOCAL GOVERNMENT	MINISTER OF LOCAL GOVERNMENT THE HONOURABLE SANDRA LEE
VOTE MINISTERIAL SERVICES	MINISTER RESPONSIBLE FOR MINISTERIAL SERVICES THE RIGHT HONOURABLE HELEN CLARK
VOTE RACING	MINISTER FOR RACING THE HONOURABLE ANNETTE KING

# Crown Entities

In 2000/2001 the Department monitored the performance of six Crown entities under the Internal Affairs portfolio. During the year a unit was established with responsibility for monitoring the performance of Crown entities, and providing administrative support to the Minister of Internal Affairs in making appointments to Crown entity boards or statutory positions. The Department has developed and implemented a Crown entity governance framework. The framework covers: roles and responsibilities; guidance on monitoring; reporting and assessing Crown entity performance; and guidance on appointments to boards. The Department assisted the Minister of Internal Affairs to specify, for the first time, performance expectations of Crown entities for 2001/2002. The Department also worked with individual Crown entities to assist them to prepare their accountability documents (such as strategic business plans, annual business plans and Statements of Intent) for the 2001/2002 year. In 2001/2002 the Department will monitor the performance of five Crown entities.

## VOTE INTERNAL AFFAIRS

CROWN ENTITIES (AS AT 1 JULY 2001) <sup>3</sup>	BUILDING INDUSTRY AUTHORITY
	CASINO CONTROL AUTHORITY
	NZ FIRE SERVICE COMMISSION
	NZ LOTTERY GRANTS BOARD
	OFFICE OF FILM AND LITERATURE CLASSIFICATION

<sup>3</sup> On 1 July 2001 responsibility for monitoring activity on the New Zealand Lotteries Commission transferred to CCMAU.

# Statutory Bodies and Trusts

The Department has an association with, and varying responsibilities for many other statutory bodies and trusts. This includes providing administrative support to the Ministers of Internal Affairs, Local Government, Racing, Finance, Disarmament and Arms Control and the Minister responsible for Community and Voluntary Sector on appointments to these bodies and trusts.

## MINISTER OF INTERNAL AFFAIRS

STATUTORY BODIES AND TRUSTS	ARCHITECTS EDUCATION AND REGISTRATION BOARD
	ARCHITECTS INVESTIGATION COMMITTEE
	FILM AND LITERATURE BOARD OF REVIEW
	FILM AND VIDEO LABELLING BODY
	CHATHAM ISLAND ENTERPRISE TRUST

## MINISTER RESPONSIBLE FOR COMMUNITY & VOLUNTARY SECTOR

STATUTORY BODIES AND TRUSTS	NEW ZEALAND LOTTERY GRANTS BOARD AND ITS LOTTERY DISTRIBUTION COMMITTEES
	NORMAN KIRK MEMORIAL TRUST
	WINSTON CHURCHILL MEMORIAL TRUST

## MINISTER OF LOCAL GOVERNMENT

STATUTORY BODY	LOCAL GOVERNMENT COMMISSION
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## MINISTER FOR RACING

STATUTORY BODIES	RACING INDUSTRY BOARD
	TOTALISATOR AGENCY BOARD

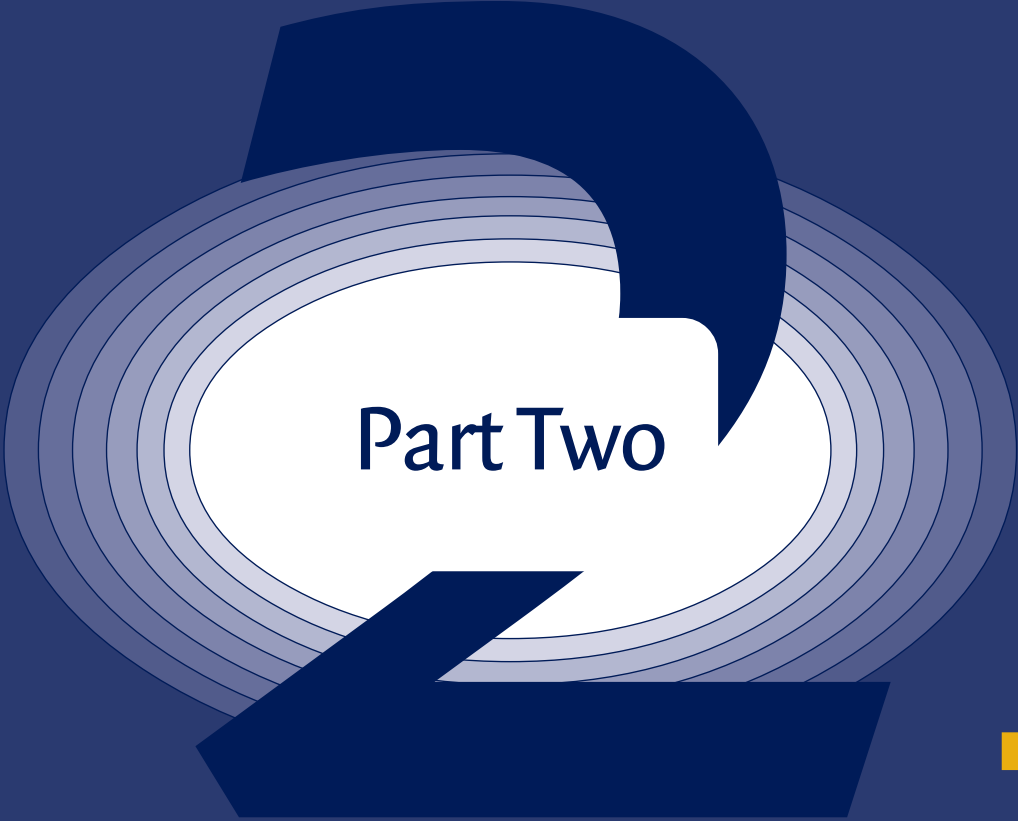
## MINISTER OF FINANCE

TRUSTS	COMMUNITY TRUSTS
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## MINISTER FOR DISARMAMENT & ARMS CONTROL

TRUSTS	PEACE AND DISARMAMENT EDUCATION TRUST
	PACIFIC DEVELOPMENT AND CONSERVATION TRUST





# Part Two

# The Year in Review

# Key Priority Areas

## GOVERNMENT GOALS AND LINKAGES

The Government has defined six goals to guide public sector policy formation, strategy development, performance achievement and evaluation.

The goals are to:

- Strengthen national identity and uphold the principles of the Treaty of Waitangi
- Grow an inclusive, innovative economy for the benefit of all
- Restore trust in government and provide strong social services
- Improve New Zealanders' skills
- Reduce inequalities in health, education, employment and housing
- Protect and enhance the environment.

The Department's broad span of responsibilities enables it to contribute to all of the goals outlined by the Government. The Department has strong links to local government, the community and voluntary sector, and a strengthened role in helping migrant communities engage in New Zealand's national life. It is well positioned to help the Government forge new partnerships and develop new ways of working with these sectors and institutions.

The Department agreed three key priority areas with the Government: Local Government Reforms, Gaming Reforms and Reducing Inequalities.

## LOCAL GOVERNMENT REFORMS

The Minister for Local Government, the Honourable Sandra Lee, recently stated when introducing the Bill into Parliament: “The Labour-Alliance coalition is committed to modernising and further democratising the local government sector. Through this particular legislation, we are keeping our election promises to improve the opportunity for and encourage full community participation in local democracy.”

The Department has the lead policy role on local government, and has made significant progress on this priority area during the year. Local government provides a key and integrating framework, sitting across the set of Government goals, notably economic and community development, trust in government, improving opportunities for all disadvantaged New Zealanders, and environmental protection and leadership.

### Local Electoral Act 2001

New legislation, the Local Electoral Act 2001, was enacted in May 2001. The purpose of the Local Electoral Act 2001 is to modernise the law governing the conduct of local elections and polls, and to make provision for the single transferable vote, limits on candidate campaign expenditure, and candidate profile statements. The Act is principle based, and uses regulations to provide flexibility to enable new technologies and processes to be accommodated as they are developed.

### Review of Local Government Funding Powers

A review of local government funding powers legislation was undertaken. The general objective of the Local Government (Rating) Bill is to update and simplify existing powers and responsibilities to meet the needs of modern local authorities, to raise revenue from the community generally, from specified groups or categories of ratepayers, and from those who use or generate the need for particular services or amenities. Drafting instructions were sent to the Parliamentary Counsel Office in June 2001 for this Bill to be introduced in August 2001.

### Local Government Act Reforms

The Minister launched, on 14 June 2001, a nationwide consultation programme releasing a discussion document proposing a new purpose and new general powers for local government. It also questioned what the Treaty of Waitangi relationship should be for local government, and outlined a range of proposals to streamline council processes and enhance accountabilities. New legislation is planned to go before the House in December 2001.

## GAMING REFORMS

In recent years there has been rapid growth in the turnover of the gaming sector, the number of people who engage in gaming, the range of gaming products, new technologies (e.g. the Internet) and increased access to electronic and cross border gaming. There is a perception that these trends have led to increased levels of problem gambling and could be exploited for the purposes of money laundering, fraud and organised crime. Gaming legislation has grown on a piecemeal basis, and the three statutes involved are disparate and contain inconsistencies and anomalies. In response to these issues the Department will undertake sectoral reviews.

### Gaming Review

The Department undertook an extensive nationwide consultation programme which provided information for the development of policy advice. Decisions in principle were made on the first eight of the Gaming Review Cabinet papers by 30 June 2001. The gaming review covers the role of gaming in society, options for a regulatory and management framework, including organisational forms and ownership, taxation, allocation of gaming profits, and the management of problem gambling. The policy development process is on schedule and on track for legislation to be introduced in December 2001.

### Social Impacts of Gaming

The Department completed the New Zealand Gaming Survey during the 2000/2001 year by publishing and releasing the reports listed below:

- A report on Phase Two of the 1999 National Prevalence Study (released June 2001). Phase One, which was based on telephone interviews with 6,452 adults (a very large sample by international standards) was published in June 2000. Phase Two reports on the results of more in-depth interviews with selected sub-samples of Phase One respondents.
- Studies of Gambling and Problem Gambling among recently sentenced women and men prisoners. Both of these studies were published in December 2000.
- A supplementary report on Problem Gambling Counselling in New Zealand 1997-1999. This was published in August 2000.
- A synthesis report "What do we know about Gambling and Problem Gambling in New Zealand" was published in June 2001.

### Review of Racing Industry Structures

The Department provided advice to the Minister for Racing on options for a proposed Racing Amendment Bill, which enabled the Bill to be developed and introduced, and have its first reading by 30 June 2001.

The purpose of the Bill is to review racing industry structures.

## REDUCING INEQUALITIES

The Department of Internal Affairs contributes to the Government's key goal of addressing social disparities through the efficient and effective delivery of community funding and advisory services to those in need. This responsibility is aligned to the Government's goal of reducing inequalities for disadvantaged people by building their capacity and supporting on-going development of capability. It also contributes to Government goals for a more inclusive society, growing stronger communities and strengthening national identity.

Through its regional delivery structure, the Department delivers government funding and advisory services to community groups and other agencies to encourage the development of strong, safe and sustainable communities.

The disadvantage experienced by Māori and Pacific peoples reflects complex economic, political, cultural and historical factors, the cumulative effect of which has created barriers to social participation. Further, Māori and Pacific peoples are diverse groups, with both urban and rural populations, who face different social, health and well-being levels to the general population.

People from ethnic communities other than Māori or Pacific people are also disadvantaged in participating fully in New Zealand's social, cultural, economic and political life. Some may be refugees who have experienced trauma before arriving in New Zealand.

Ethnic people may find that a lack of English is a barrier to getting access to the full range of government services. There is also evidence of high unemployment or under-employment within these groups. The Office of Ethnic Affairs has been established to contribute to the goal of "ensuring people from ethnic communities can fully participate in and contribute to New Zealand's social, cultural and economic life".

## Key Strategy for Reducing Inequalities

The Department is the Government's largest community funder, and operates a substantial programme of community development advice and activities. This is built on effective relationships with community organisations and close co-operation with other government organisations at both national and local levels.

Strong communities are essential for social stability, economic growth and environmental sustainability. A policy framework designed to guide the relationship between the Government and the community was recently approved by Cabinet (CAB(oo)M42/4B), and comprised the following:

- Building strong communities by developing policy capacity and knowledge building
- Encouraging co-operation and partnership
- Encouraging citizenship and participation
- Improving resourcing for community-based activities
- Encouraging community leadership.

The strategy to reduce inequalities contains the following components:

- Services for Māori are increasingly determined by Māori and delivered by Māori
- Te Atamira Taiwhenua, the Community Development Group's kaumatua council assists the Department at a local and national level to determine the development of the most appropriate services for Māori
- Māori capacity building is boosted through the Department's work with hapū, iwi, rūnanga and Māori community groups and in national and regional relationships with Te Puni Kōkiri
- Services for Pacific people are identified by consultation with Pacific communities through the Pacific Island Consultation and Advisory Group
- Capacity building strategies for Pacific and ethnic communities, and both regional and national relationships with the Ministry of Pacific Island Affairs
- The Office of Ethnic Affairs providing a community advisory service for ethnic communities, and policy advice about the implications for ethnic communities.

## Specific Initiatives for Māori

Community programmes and funding areas in which the Department identified improved outcomes for Māori, as a priority are outlined below.

There are three types of funding;

- Community Organisation Grants Scheme (COGS)
- Lottery Grants Board funding
- Other Crown funding.

### Community Organisation Grants Scheme (COGS)

The Department provided administration support for 40 locally elected COGS committees which target grants for community and social services to Māori, Pacific people, women and socially disadvantaged people.

Although the COGS committees allocated \$10,295,000 to the community, it was not possible to identify the projects that specifically targeted Māori. Māori communities have benefited from grants that have enabled community-driven development and sustained capability through greater skills and self help.

#### **Example**

Mana Waahine o Māwhera, are a group of kuia providing support to the Māori and non-Māori community of Māwhera (Greymouth). They support local tangata whenua, whanau, schools, polytechnics, government agencies and community organisations. They assist with powhiri as Kai-Karanga, providing support with hui, and most importantly, their specific and unique role at tangihanga. COGS helps provide this group with funds to assist with travel and administration costs. Without Mana Waahine, the Māwhera Māori community would have very limited access to this support, guidance and advice.

### Lottery Grants Board

The Department provided administration and secretarial services to the Lottery Grants Board. The overall lottery funding from all committees was a total of \$62,960,000. An estimate of 22% went to organisations identified as Māori. The Lottery Marae Heritage and Facilities Committee allocated \$5,810,444 to whānau, hapū, iwi and Māori organisations for the year ended 30 June 2001. One project enabled the reopening of a marae that had been closed for decades. Such funding also improved community capacity building in many communities including marae based work programmes.

### Other Crown Funding

The Department allocated \$639,600 (GST inclusive) from the Crown funding scheme to organisations and groups, targeting Māori solely or as a priority group.

The funds were:

- Community Project Worker Scheme
- Community Project Worker Scheme Crime Prevention
- Community Based Youth Development Fund
- Youth Worker Training Fund
- Māori Community Development Workers

### Community Project Worker Scheme

(6 of 30 Projects targeted at Māori)

The Community Project Worker Scheme provided a total of 30 three-year salaries (@ \$34,000 GST inclusive each per annum) for youth development workers employed in community organisations. Funding is targeted to communities with the greatest youth needs and limited youth development opportunities. The project activities focus on young people between the ages of 15 to 25 and vary from long-term intensive work with small numbers of young people, to broader recreation and life skills based activities with larger numbers. Late in the year, the Scheme was being refocused to an approach based on social entrepreneurship. The scheme is still primarily targeted at youth.

This scheme is funded through a total appropriation of \$1.227 million.

#### Examples

The Manautaki Youth Development Trust in Whakatāne works actively with young people (mainly Māori) to help them recognise their potential. It does this through the mana, energy and commitment of the co-ordinators and by identifying alternative role models who are success stories in their particular fields. Outcomes achieved include improved levels of participation in schooling, study success, youth accepting leadership roles within marae, community and school and flow-on effects of improved family/home stability.

The Youth Health trust in Christchurch provides services and case management for young women who are sex workers and who are vulnerable to health risks and exploitation. The young women are enabled to make informed choices to discontinue sex working. The programme includes education, training, information about income support, how to disassociate from gang controls, alcohol and abuse information, and referrals for treatment advocacy and harm reduction.

### Community Project Workers Scheme Crime Prevention Projects (CPWSCP)

(4 of 5 Projects targeted at Māori)

Five Community Project Workers Scheme Crime Prevention four year projects were initiated during 1997 and 1998. Of these, four operate within Māori organisations and are specifically targeted at Māori. The total funding allocated to the four projects during 2000/01 was \$165,600 (GST inclusive). Although one of the CPWSCP projects has since decided not to continue, the remaining three projects are in their fourth year of funding.

This scheme is funded through a total appropriation of \$1.227 million under the Community Project Worker Scheme.

#### Evaluation

The Community Project Workers Scheme Crime Prevention projects were evaluated during the 2000/2001 fiscal year. Evaluation results showed all projects targeted young offenders and each demonstrates a range of positive outcomes for project participants including:

- Reduced offending
- Increased positive social networks with reduction in community ties between offenders and negative role models and access to alternative networks and relationships
- Development of social, academic and behavioural skills.



### Community Based Youth Development Fund (CBYDF)

(4 of 7 Projects targeted at Māori)

The Community Based Youth Development Fund supports seven community based youth development initiatives in areas identified as locations where there is a high risk of youth suicide. These areas all had high rates of youth suicide in comparison to other national rates.

Of these, four projects operate from within Māori organisations and target Māori youth. The total funding allocated to the four projects during 2000/2001 was \$270,000 (GST incl).

This initiative is funded through a total appropriation of \$0.473 million.

#### Evaluation

An initial evaluation was undertaken of the Community Based Youth Development Fund (CBYDF), which supports a number of goals in the mainstream Youth Suicide Prevention Strategy and its companion document *Kia Piki Te Ora O Te Taitamariki*.

Although the CBYDF projects are still in progress, and have yet to be fully evaluated, early indications are:

- Young people participating in the CBYDF projects developed substantial community networks and leadership skills
- None of the young people associated with any of these projects has attempted or committed suicide whilst on the programmes
- All seven projects provide referral services to other agencies (many of whom deal directly with mental health issues). Since the introduction of these projects the number of youth gaining access to these agencies has increased.

### Youth Worker Training Fund

The Youth Worker Training Fund provides informal training opportunities for youth workers with limited access to professional development and training. The Fund, together with advisory services, supports 20 training and support networks of youth workers around the country. On average more than 1000 youth workers receive training and support under this scheme each year. It is not possible to isolate the grants that specifically targeted Māori.

This initiative is funded through a total appropriation of \$0.200 million.

### Māori Community Development Workers

(2 out of 2 projects targeted at Māori)

Funding for Māori Community Development Workers was allocated in Budget 2000<sup>4</sup> and involved piloting a devolved funding model. One funded iwi based position, supported by a Department advisor, is located in Kawerau and one in Taumaranui. The contracts for these projects were negotiated during the year and both contracts are now signed. The total funding allocated to the two positions was \$200,000 (GST incl).

This scheme is funded through a total appropriation of \$0.225 million.

<sup>4</sup> Department of Internal Affairs, Annual Report 1999-2000, p24

## Specific Initiatives for Pacific Peoples

This section identifies the activities which the Department prioritised to improve outcomes for Pacific Peoples. All mainstream focused community services and programmes also assist to improve outcomes for Pacific people and communities.

### Community Organisation Grants Scheme (COGS) *(See page 37)*

Although the COGS committees allocated \$10,295,000 to the community, it was not possible to isolate the projects that specifically target Pacific people. Pacific communities have, however, benefited from grants that have enabled community-driven development and sustained capability through greater skills and self help.

### Lottery Grants Board *(See page 37)*

The Department provided administration and secretarial services to the Lottery Grants Board. The Board has recognised that Pacific communities do not receive an equitable share of lottery proceeds. A number of actions have been undertaken to address this concern including a new Pacific Islands Provider Development Sub-Committee being established (with eight members) to distribute the funding from the Pacific Island Provider Development Fund that was approved by Government. This is a sub-committee of the Lottery Grants General Committee. The purpose of the sub-committee is to develop the organisational capability of Pacific groups and organisations. The sub-committee will begin receiving applications and distributing funds during the 2001/2002 year.

### Community Project Worker Scheme *(See page 38)*

One of 30 three-year salaries (@ \$34,000 GST inclusive each per annum) for youth development was provided to a specific organisation.

#### **Example**

Pacific Young Parents Support Service in Christchurch provides development services and mentoring to Pacific Island teenage parents. The focus of the programme is on positive parenting, putting safety and well-being of the family first, increasing self awareness about being a teenage parent, and the provision of information on practical skills and personal development including identifying employment opportunities.

### Community Project Workers Scheme Crime Prevention Projects *(See page 38)*

*(1 of 5 Projects targeted at Pacific people)*

One Community Project Workers Scheme Crime Prevention operated within a Pacific organisation and is specifically targeted at Pacific people. The total funding allocated for the period 2000/2001 was \$41,400 (GST inclusive).

**Community Based Youth Development Fund (CBYDF)***(See page 39)**(2 of 7 Projects targeted at Pacific people)*

Two projects are targeted at Pacific youth within Pacific organisations. The total funding allocated to the four projects during 2000/2001 was \$135,000 (GST incl).

**Pacific Island Consultation and Advisory Group (PICAG)**

The Pacific Island Consultation and Advisory group (PICAG):

- Provides advice to assist the General Manager to improve the responsiveness of community development services, particularly the lottery distribution network to Pacific Island groups in Aotearoa
- Monitors and oversees implementation of the recommendations from the Cultural Audit of the Lottery Grants Board.

**The Office of Ethnic Affairs**

The Office of Ethnic Affairs has been established to contribute to the goal of “ensuring people from ethnic communities can fully participate in and contribute to New Zealand’s social, cultural and economic life”.

The Office of Ethnic Affairs has identified the following activities which will improve outcomes for ethnic people:

- Development of a policy framework which provides information to government agencies on how ethnic perspectives can be included in policy advice, guidelines on consultation and advice on ethnic responsiveness
- Advice to other Government Departments about the impact of proposed policy changes on ethnic communities
- Development of a proposal for an interpreting service pilot to assist people whose lack of English limits their ability to gain access to Government policies and services
- Establishment of a nominations database of talented candidates for appointment to Boards and committees to encourage ethnic diversity
- Development of various modes of communications such as a website and newsletters
- Forming relationships with many ethnic communities in Auckland and Wellington.

## KEY PROJECTS

### Life Event Records Conversion

The first phase of the Births, Deaths and Marriages Records Conversion project was completed in June 2001. This involved the conversion of some 6 million paper based records to electronic text files. The remaining four million paper records are due to be converted by June 2002.

This project is significant in that it ensures the original paper based records are protected from deterioration through day to day handling, and it has made production of certificates from the converted records faster and more efficient.

### COGS Online

The Community Organisation Grants Scheme (COGS) distributes approximately \$10 million annually and targets disadvantaged communities. It is an integral part of the Government's programme of reaching out to communities. COGS Online was completed in June 2001, putting the whole COGS application process on the Internet ([www.cdgo.govt.nz](http://www.cdgo.govt.nz)). Applicants can apply for COGS funding, apply in stages if they wish, get help online and track an application's progress with the local COGS committee. Community groups no longer have to fill out a paper application form.

This is the beginning of a database that will change the way grants funding is distributed. The electronic approach reduces compliance costs and duplication of effort for community groups.

### Royal Commission on Genetic Modification

The Royal Commission on Genetic Modification was established on 8 May 2000 to look into and report on the issues surrounding genetic modification in New Zealand. The Department provided the administration and support to enable the Commission to undertake extensive nationwide consultation to interested parties. The Commission concluded its task on 27 July 2001 and the report can be found at: [www.gmcommission.govt.nz](http://www.gmcommission.govt.nz). The report will remain on the website until June 2002.

### Gaming Compliance

The Gaming Compliance Unit has developed a two-pronged approach to enhancing its effectiveness in ensuring that gaming operators comply with gaming regulations - education and prosecution. The Unit expects that the combination of education and enforcement will lead to well informed, and more responsible gaming operators.

During 2000/2001, a total of 13 advisory clinics, attended by around 550 club officials, were held throughout New Zealand, and three major gaming machine related prosecutions were completed.

### Best Practice in Casino Supervision

The Department's Casino Supervision Unit is setting the pace on both sides of the Tasman for best practice in casino regulation. The Unit's risk based audit model, developed in recent years, has revolutionised casino regulation by replacing a highly prescriptive, uniform and labour-intensive with a targeted form that focuses regulatory effort on the areas of greatest risk in each casino, and which encourages casino operators to strengthen their own procedures and controls.

The New Zealand approach has been adopted as best practice by an Australasian working party, which the Department leads, and is now being developed for use by all Australian states. It is also attracting increasing interest world-wide, for its innovative application of statistical sampling and analysis methods and its focus on quality assurance.

### Censorship Compliance

The distribution of child pornography on the Internet is recognised as a global problem. The Department's Censorship Compliance Unit is recognised internationally for its success in detecting and prosecuting Internet offenders and in providing intelligence on overseas offenders.

During 2000/2001 the Unit continued to participate in an extensive international enforcement network resulting in the successful apprehension of offenders both in New Zealand and overseas.

To assist in sharing information on offenders and keeping up with developments in computer forensics, the Unit became a member of the "High Tech Cyber Cops" which is a dedicated international enforcement group that shares information via the Internet.

### Passport Security

In December 2000 Identity Services began the progressive introduction of a new series of passports and associated travel documents in response to the increasing international incidence of travel document fraud.

The passport retains the same basic design but has been significantly enhanced in terms of document security, including the direct printing of the customer's photograph into the passport.

### Te Reo in New Zealand Passport

Traditionally the "biodata" page of the New Zealand Passport, which records all personal details, has used two languages: English and French. International rules governing passports require that at least one of the official languages of the International Civil Aviation Authority (ICAO) be used on this page. The three official languages are French, English and Spanish.

In December 2000 Identity Services decided to replace French with Te Reo Māori on the biodata page. This change signals the status of Te Reo Māori as an official language of New Zealand, and gives New Zealanders travelling abroad a passport that more accurately reflects their national identity.

### Customer Services - Identity Services

Identity Services has recently completed the establishment of its Customer Services Business Unit. Multi-skilled counter service teams have been set up in Auckland, Manukau, Wellington and Christchurch to handle all types of Identity Services customer enquiries, and in a parallel move, the Identity Services call centre e-mail responses are now managed by the Customer Services unit.

This integrated approach to customer services provides the opportunity to deliver high quality specialist advice and products face to face, over the telephone or by e-mail.

## CAPABILITY INITIATIVES

### Improved Financial Management

Changes to financial management have included the following:

- Introduction of line item budgeting effective in the 2001/2002 financial year
- Revision of the Chart of Accounts to reduce the number of line items and make descriptions more meaningful and useful in answering Ministerials, PQs and OIAs
- Identification of savings within the Department to establish an Investment Pool and fund initiatives contributing to Government priorities
- Completion of the Balance Sheet Devolution project
- Revision of the method of allocating the costs of corporate services to business groups to more closely reflect resource use and therefore the cost of outputs. This was incorporated into the 2001/2002 Estimates.

### Review of Internal Control Mechanisms

Internal controls are being reviewed and updated to minimise risk. To date improvements have been made to credit card, fraud, entertainment and performance bonus policies.

### Risk Management

The Department continues to develop formal risk management frameworks and methodologies. The current risk reporting framework includes definitions for risk impact and risk likelihood, calculates risk ratings, and requires details on mitigation and management responses to the risks. Business groups must report their relevant business risks once a month and all risks are reviewed by the executive management team.

### DIA-PSA Partnership

The Department and PSA signed a partnership protocol on 21 February 2001 to establish a co-operative and constructive relationship to help improve services provided by the Department, increase job satisfaction for employees, and facilitate the PSA in participating collectively in decision making within the Department.

The partnership signals a commitment of the parties to conduct dealings in “good faith”, maintain open and regular communication, use a problem solving approach to address issues of concern, reach decisions by consensus where possible, and share any information which is relevant to the other party.

### Human Resources Management Information System (HRMIS)

The Department has implemented a new HRMIS system aimed at improving the delivery of HR administration services. The new technology has the capability to support and develop the Department’s key strategic human resource interventions such as remuneration management, training and development, and the recruitment process.

The system provides substantial benefits for both staff and the Department, including efficiencies in administration services and streamlining of paper work.

### Document Management System

Implementation of the document and records management system continued during the year, enabling staff to capitalise on system advantages such as easy document sharing,

version control and enhanced searching.

A related project - to transfer management of all existing physical records to the system - was successfully completed, providing real work efficiencies for the management of old paper records.

### State Insurance Building Refurbishment

Mutual Fund Limited, the owner of the Department's head office space in Wellington, is upgrading the premises to basic modern standards. Refurbishment includes installation of air conditioning, upgrading lighting and security facilities, replacing ceilings and carpets, creating a flexible workspace, and relocating the public reception and meeting facilities to the first floor to improve public access and customer service.

The Department has worked closely with the building owners to ensure the design is basic, while creating a safe and modern environment for staff that will meet its operating needs for some years to come. Project completion is scheduled for July 2002.

### Reorganisation of the Ministry of Civil Defence and Emergency Management

The Ministry of Civil Defence and Emergency Management has spent the past two and a half years establishing the basis for new emergency management structures for New Zealand, including new legislation, which is expected to be enacted by December 2001.

During 2000/2001, the Ministry undertook an organisational review to improve support to key stakeholders in local government, emergency services, utilities and central government agencies as the implementation of the new Act gets underway.

### Executive Government Support Capability Review

Executive Government Support undertook a capability review during the 2000/2001 year to identify what change was required to the current management and operational structure of EGS. A key objective of the review was to enhance the effectiveness and efficiency of the delivery of services to Ministers through appropriate management and operational support structures, effective job design, and sufficient capability to meet demanding and changing needs.

### Business Support Services to Other Departments

The Department provided a range of business support services to Archives New Zealand and the Ministry for Culture and Heritage during the year. Agreements to provide these services were reached following the Culture and Heritage review when it was decided to transfer the Department's heritage responsibilities to those departments.

The major services that the Department provided involved information technology support, including network administration and management, help desk and on-site support, website hosting, and supplier relationships. Other business support services provided during the year were legal advice, customer research, assistance with publications, communications, library and messenger services.

Both departments were very satisfied overall in the quality and responsiveness of the Department's services, and have decided to renew the agreements for 2001/2002.

## Community Development Review

During 2000/2001 the Department carried out a thorough review of its community development responsibilities. The review considered what we do and the results we deliver against Government requirements, as well as considering how well we manage our resources in this area and whether those are sufficient on a longer-term basis.

As a result of the review, the Department has taken a number of steps to strengthen its contribution in the area of Community Development. These include the establishment of a new community policy team; re-organisation of the Community Development Group to improve support for its front-line regional staff; and investment in a stronger online presence in communities with the launch of its COGS Online initiative to enable efficient and effective administration of the Community Organisation Grants Scheme.

## New Corporate Services

The Department reorganised its corporate services group early in the year by establishing a corporate centre. The new corporate centre has four groups organised around the main resource areas of people, information and finance, plus a professional and strategic services group based around the Chief Executive.

This change has improved support for business delivery, integrity assurance and capability development in the Department.

## Re-development of the Department's Website

The Department's website, due to be launched in October, was built to State Services Commission guidelines. The project follows the advice that all government departments should make more information available electronically - easily, widely and equitably - to the people of New Zealand. The website complies with cross-government information and published policies and documents are now accessible to even the slowest modems. It has features designed for the blind and disabled, the presentation is uncluttered and the language used plain and simple.





# Part Three

## Performance Information

47

Part Three:  
Performance Information

# Introduction

This part of the Annual Report addresses the non-financial and financial aspects of each Output Class of the Department's performance.

## Performance Measures

This section details achievements against the Outputs and Performance Measures described in the Departmental Forecast Report and Purchase Agreement for the 2000/01 year. This is provided in compliance with Section 35(3)(e) of the Public Finance Act 1989 and is audited by Audit New Zealand.

The Department of Internal Affairs had 307 Performance Measures for the year ended June 2001 with 87.6% of these being on target or above. This compares favourably with year end results of 74.8% in 1999/2000.



## Revenues and Costs

A financial analysis is provided for each Output Class and is broken down into Revenue Crown and Revenue Other. Operational Expenditure is provided for each output and is broken down into Budget (Supplementary Estimates), Actual and Variance.

## Statement of Responsibility

As Secretary for Internal Affairs I am responsible, under Sections 35 and 37 of the Public Finance Act 1989, for the preparation of the financial statements and the judgements made in the process of producing those statements.

The Department has a system of internal control and this has provided reasonable assurance as to the integrity and reliability of financial reporting.

In my opinion the financial information presented in the Statements and Notes to the Financial Statements (pages 52 to 153) fairly reflects the financial position and operations of the Department of Internal Affairs for the year ended 30 June 2001.



Peter Hughes  
**Secretary for Internal Affairs**

Date: 21 September 2001



Ben Bush  
**General Manager, Finance and Performance**

Date: 21 September 2001

# Report of the Audit Office

## To the readers of the financial statements of the Department of Internal Affairs for the year ended 30 June 2001.

We have audited the financial statements on pages 52 to 153. The financial statements provide information about the past financial and service performance of the Department of Internal Affairs and its financial position as at 30 June 2001. This information is stated in accordance with the accounting policies set out on pages 120 to 123.

### Responsibilities of the Chief Executive

The Public Finance Act 1989 requires the Chief Executive to prepare financial statements in accordance with generally accepted accounting practice which fairly reflect the financial position of the Department of Internal Affairs as at 30 June 2001, the results of its operations and cash flows and service performance achievements for the year ended 30 June 2001.

### Auditor's Responsibilities

Section 38(1) of the Public Finance Act 1989 requires the Audit Office to audit the financial statements presented by the Chief Executive. It is the responsibility of the Audit Office to express an independent opinion on the financial statements and report its opinion to you.

The Controller and Auditor-General has appointed Stephen Lucy, of Audit New Zealand, to undertake the audit.

### Basis of Opinion

An audit includes examining, on a test basis, evidence relevant to the amounts and disclosures in the financial statements. It also includes assessing:

- ¥ the significant estimates and judgements made by the Chief Executive in the preparation of the financial statements; and
- ¥ whether the accounting policies are appropriate to the Department of Internal Affairs circumstances, consistently applied and adequately disclosed.

We conducted our audit in accordance with generally accepted auditing standards, including the Auditing Standards issued by the Institute of Chartered Accountants of New Zealand. We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatements, whether caused by fraud or error. In forming our opinion, we

also evaluated the overall adequacy of the presentation of information in the financial statements.

Other than in our capacity as auditor acting on behalf of the Controller and Auditor-General, we have no relationship with or interests in the Department of Internal Affairs.


### **Unqualified Opinion**

We have obtained all the information and explanations we have required.

In our opinion the financial statements of the Department of Internal Affairs on pages 52 to 153:

- ¥ comply with generally accepted accounting practice; and
- ¥ fairly reflect:
  - ¥ the financial position as at 30 June 2001;
  - ¥ the results of its operations and cash flows for the year ended on that date; and
  - ¥ the service performance achievements in relation to the performance targets and other measures set out in the forecast financial statements for the year ended on that date.

Our audit was completed on 21 September 2001 and our unqualified opinion is expressed as at that date.



S B Lucy

**Audit New Zealand**

On behalf of the Controller and Auditor-General  
Wellington, New Zealand

# Vote Internal Affairs

## D1 – Policy Advice (Internal Affairs)

### Description

This output class involves policy advice and Ministerial services.

Policy advice includes the provision of advice and information on matters relating to: gaming and censorship, fire and building, constitutional, and community development; and the performance of Crown entities. Policy advice also involves preparation of briefings and speech notes and the provision of support for the Minister of Internal Affairs as required in Cabinet Committees, Select Committees and in the House.

Ministerial services involve the provision of draft replies to Ministerial correspondence, including Official Information Act requests and Ombudsman enquiries, and to Parliamentary Questions addressed to the Minister of Internal Affairs or referred from other Ministers.

### Performance targets for Internal Affairs Policy Advice are:

Quantity	Comment
Policy Work Programme progressed as agreed between the Minister of Internal Affairs and the Chief Executive, or as amended by agreement during the year, with emphasis on the policy areas described above.	<p>The Work Programme was completed as agreed with the Minister. Key pieces of work included those projects listed under the section heading of Key Priorities and:</p> <p><b>New Zealand Gaming Survey</b></p> <p>This substantial four-year research project was completed during the year with publication of two reports on recently incarcerated prisoners; a report on detailed, face-to-face interviews with a small sample of those who had previously participated in a large-scale telephone survey; and a synthesis report on gambling and problem gambling in New Zealand.</p> <p><b>Gaming Law Reform Bill</b></p> <p>This Bill and the Casino Control Amendment Bill were discharged on 3 April 2001.</p> <p><b>Community</b></p> <p>Submitted two papers Improving Outcomes for Māori and Improving Outcomes for Pacific Island People .</p> <p><b>International Year of Volunteers</b></p> <p>Provided policy advice on promotion and celebration of the International Year of Volunteers.</p> <p><b>Fire Service Ex-officio Bill</b></p> <p>This Bill was enacted 25 September 2000.</p> <p><b>Fire Service Funding Review</b></p> <p>A discussion paper on the options for the future funding of the Fire Service has been prepared to enable Cabinet to make early decisions on the direction of the reforms.</p>

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Members of Crown entity boards and statutory bodies appointed as required (estimated 10 appointments expected).	10	20	5	Three appointments were made to the Fire Service Commission, three to the Casino Control Authority, eight to the Building Industry Authority, four to the New Zealand Lotteries Commission, and two to the Lottery Grants Board.
Provision of advice on Crown entities governance, the Crown's ownership interest and any risks and issues.	N/A	Achieved	Achieved	2001/02 Ministerial expectations letters prepared — Fire Service Commission, Casino Control Authority, NZ Lotteries Commission, Building Industry Authority, and Office of Film and Literature Classification. Provided advice on: <ul style="list-style-type: none"> <li>¥ Crown entities accountability documentation (such as strategic business plans, for the 2001/02 year).</li> <li>¥ the Fire Service levy, estimates of expenditure and employment relations.</li> <li>¥ the levy to fund casino regulatory activity, and the associated output pricing review of the Casino Control Authority.</li> <li>¥ the forecast profits of the NZ Lotteries Commission for 2000/2001, and 2001/2002, and implications of that for the Lottery Grants Board.</li> <li>¥ the governance arrangements for the Lottery Grants Board.</li> <li>¥ one-off performance issues.</li> </ul>
Policy advice provided in accordance with agreed policy quality criteria.	100%	100%	Achieved	Achieved — all policy advice reached the required quality standard.
All policy advice provided in accordance with the quality assurance system for policy advice.	100%	100%	Achieved	Achieved — all policy advice provided in accordance with the quality assurance system.
Ministerial satisfaction with the coverage and the timeliness of the policy advice rated at eight or greater on a scale of 1 to 9, where 1 is very poor and 9 is outstanding, the assessment mechanism being a half yearly survey <sup>1</sup> .	8	8	7	Achieved — the Minister was satisfied with the coverage and timeliness of the policy advice.

<sup>1</sup> The survey covered the period from January – June 2001.

**Performance targets for Ministerial Correspondence and Questions are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Replies as required to all Ministerial correspondence, with an estimated range of 800 - 1,000.	800 - 1,000	538	368	All replies to Ministerial Correspondence were drafted as required.
Responses as required to all Official Information Act requests and Ombudsman enquiries, with an estimated range of 25 - 35.	25 - 35	34	28	All replies to Official Information Act requests and Ombudsman enquiries responded to as required.
Answers as required to all Parliamentary Questions, with an estimated range of 400 to 500.	400 - 500	171	152	All answers to Parliamentary Questions drafted as required.
95% of draft responses to Ministerial correspondence returned to the Minister's office for signature, within 15 working days of receipt from the Minister's office or such other deadlines as may be specifically agreed.	95%	95.7%	95%	Achieved — over 95% of draft responses to Ministerial correspondence returned to the Minister's office for signature, within 15 working days.
100% of draft responses to Official Information Act requests and Ombudsman enquiries returned to the Minister's office for signature, two days prior to the statutory deadline for reply.	100%	97.1%	93%	Standard not achieved - one draft response from a total of 34 was not completed within the statutory timeframe. A new system has been implemented to ensure all departmental performance measures for Ministerial Correspondence and Parliamentary questions will be met.
All draft replies to Parliamentary Questions completed within the timeframes specified by the Minister.	100%	97.2%	98%	Standard not achieved - four out of 171 draft replies were not completed within the specified timeframes.
At least 95% of first versions of replies to Ministerial Correspondence Official Information Act requests, Ombudsman enquiries and Parliamentary Questions accepted by the Minister.	95%	99.7%	93%	Achieved — at least 99.7% of first versions were accepted by the Minister.



	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	2,579	2,381	2,579	2,046
Revenue Third Parties	0	0	0	0
<i>Total Revenue</i>	2,579	2,381	2,579	2,046
<b>Expenses</b>				
Policy Advice	1,928	1,747	1,948	1,466
Advice on Crown Entity Performance and Appointments	403	414	413	304
Ministerial Correspondence and Questions	206	222	221	275
<i>Total Expenses</i>	2,537	2,383	2,582	2,045
Net Surplus/Deficit	42	(2)	(3)	1
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	2,859	2,681	2,904	2,301

## D2 – Administration and Advisory Support Services

### Description

This output class involves:

- ¥ clerical, advisory, monitoring, accounting and support services to a range of organisations including: the New Zealand Lottery Grants Board (NZLGB) and distribution committees; Crown trusts and fellowships
- ¥ support services for Commissions of Inquiry from time to time (services provided will vary and may include accommodation, administration and accounting services)
- ¥ constitutional services and services to the Office of the Clerk of the Writs.

### Performance targets for Services to New Zealand Lottery Grants Board (NZLGB) and Distribution Committees are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
6,600 (the estimated range is 6,200 to 7,000) grant applications processed.	6,200 to 7,000	6,626	6,696	All applications were processed as required.
107 meetings (the estimated range is 102 to 112) scheduled by the NZLGB, Presiding Members Policy Advisory Group, lottery distribution committees and lottery sub-committees serviced.	102 to 112	101	107	Standard not achieved. 101 (all the meetings scheduled) were serviced.
Average cost per dollar distributed at 5.8 cents or less.	5.8 cents	5.7 cents	5.5 cents	Achieved — averaged 5.7 cents per dollar distributed.
Percentage of total Lottery Grants Board income used in administration maintained at 6% or less.	6%	5.3%	5.2%	Achieved — the cost of distributing lottery grants was maintained below the forecast level.
Deliver the range of services specified in the Lottery Grants Memorandum of Understanding. The estimated range of staff time is 75,000 to 90,000 hours.	75,000 to 90,000	92,568	88,102	Achieved - more time than originally estimated was required to implement a range of quality systems designed to improve services to committees.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
85% of respondents to an annual independent survey of all appointed members rate the quality and timeliness of services at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding .	85%	83%	79%	Standard not achieved — satisfaction with advertising and the timely receipt of committee documents improved. The greatest area of concern was around delays in the appointment process.
85% of respondents to an annual independent survey of a random sample of at least 400 completed interviews of lottery grants applicants rate services at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding .	85%	58%	55%	Standard not achieved - 58% of respondents rated the service at seven or greater (much better than expected) and a further 38% rated the service between five and six (met expectations).
100% of complete and eligible applications received before the advertised closing date will have been presented at the next scheduled decision making meeting following that closing date.	100%	100%	96%	Achieved —All applications received before the advertised date were presented to the next available committee meeting.
100% of grant payments are paid within ten working days of recipients' compliance with prepayments and payment process conditions set by the committee.	100%	98%	88%	Standard not achieved - failed to achieve target because in some cases documentation to prove the payment was made within 10 days was not kept. In these instances it was assumed the measure was below target.
100% of logged customer service complaints are responded to within timeframes specified in internal quality service documentation.	100%	100%	100%	Achieved — all complaints responded within specified timeframes.

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Vote Internal Affairs  
D2 – Administration and Advisory Support Services

### Performance targets for Crown Trusts and Fellowships are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Servicing of the Norman Kirk Memorial Trust; Pacific Development and Conservation Trust; Peace and Disarmament Education Trust; Winston Churchill Memorial Trust; the Commemorating Waitangi Day Fund; and the New Zealand 1990 Scholarships Trust.	N/A	All six trusts or funds serviced	All six trusts or funds serviced	Achieved — all trusts or funds serviced.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Monitoring the Community Trusts Act 1999.	N/A	Monitored	Monitored	Achieved — all community trusts monitored.
500 (the estimated range is 450-550) grant applications processed and 450 (the estimated range is 400 to 500) copies of Winston Churchill Fellows reports distributed.	450 to 550 400 to 500	596 523	593 706	All grants processed as required. All Winston Churchill Fellows reports distributed as required.
Support services provided for seven disbursement meetings (the estimated range is six to nine), three policy committee meetings (the estimated range is two to four) and five finance committee meetings (the estimated range is four to six).	12 — 19	18	14 <sup>2</sup>	Support services provided as necessary.
The appointment of 30 trustees (the estimated range is 26 to 36 per year) to the Community Trusts administered.	26 - 36	32	35	32 appointments administered as required. An additional 31 appointments relating to 1999/2000 were completed in November 2000, totalling 63 appointments for the year.
The appointments to the Lottery Grants Board and Distribution Committees administered as vacancies arise.	N/A	12	17	All appointments administered as required.
Advice to the Ministers of Internal Affairs, Finance, and Disarmament and Arms Control concerning the above Trusts and Fellowships provided as required.	N/A	Advice provided	Advice provided	All advice provided as requested.
98% of administrative, advisory support and monitoring services, assessed through a random audit against an internal control checklist, provided in accordance to the standards specified in the Trusts and Fellowships Procedures Manuals and internal quality service documentation.	98%	97%	100%	Standard not achieved - this measure failed to achieve target because in some cases documentation to prove the correct process was followed was not recorded. In these instances it was assumed the measure was below target.
100% of logged customer service complaints responded to within time frames specified in internal quality service documentation.	100%	100%	No complaints	Achieved — all complaints responded to appropriately.

<sup>2</sup> In 1999/2000 seven disbursement meetings and seven finance meetings were held.

### Performance targets for Commissions of Inquiry are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
All administrative and advisory support services are provided to the Commission within the negotiated timeframe.	N/A	100%	100%	Achieved — all administrative and advisory support services provided as required.
Accurate and appropriate information provided.	N/A	No complaints	No complaints	Achieved — no complaints received.
Commissioner's average rating in annual surveys is seven or greater on a scale of one to nine, where one is very poor and nine is outstanding.	7	7.3	8.5	Achieved — Royal Commission on Genetic Modification Commissioners rated the service as 7.3 out of 9.

### Performance targets for Constitutional Services to the Clerk of the Writs are:

Quality, Quantity	Standard	2000/01	1999/00	Comment
100% of documentation accepted concerning general elections.	100%	N/A	100%	No General/By-Elections or Citizens Initiated Referenda held in this reporting period.
100% of Ministerial submissions accepted in relation to legislation administered.	100%	100%	100%	Achieved — 14 Ministerial submissions were made relating to Trade Mark and Company Name submissions for use of the word Royal.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	4,811	3,429	4,811	887
Revenue Third Parties	7,399	7,164	7,877	7,245
<i>Total Revenue</i>	<u>12,210</u>	<u>10,593</u>	<u>12,688</u>	<u>8,132</u>
<b>Expenses</b>				
New Zealand Lottery Grants Board (NZLGB) and Distribution Committees	7,049	6,847	7,300	7,017
Services to Other Government Department	251	0	306	0
Crown Trusts and Fellowships	263	388	394	263
Commissions of Inquiry	3,141	3,282	4,621	583
Historical Advice and Administrative Services	0	0	1	34
Constitutional Services	75	54	44	0
Services to the Clerk of the Writs	25	24	24	0
<i>Total Expenses</i>	<u>10,804</u>	<u>10,595</u>	<u>12,690</u>	<u>7,897</u>
Net Surplus/Deficit	1,406	(2)	(2)	235
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	<u>12,330</u>	<u>11,919</u>	<u>14,276</u>	<u>8,914</u>

## D3 – Administration of Grants

### Description

This output class involves services relating to the administration of five grant schemes which aim to contribute to the community development outcomes of building participation and local initiatives for disadvantaged community and youth sectors. These schemes were:

- ¥ Community Organisation Grant Scheme (COGS)
- ¥ Youth Worker Training Scheme
- ¥ Community Project Workers Scheme (CPWS)
- ¥ Community Work Training Fund
- ¥ Community Based Youth Development Fund.

Services include the processing, assessment and monitoring of grant applications; provision of training and support services to grant distribution committees; and information and assistance to prospective grant applicants.

### Performance targets for Administration of Grants are:

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D3 – Administration of Grants

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Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
3,700 (the estimated range is 3,400 to 4,000) grant applications processed.	3,400 to 4,000	3,749	3,841	All grant applications processed as required.
Grant scheme services provided to assess and monitor grants, inform and assist prospective grant applicants, and support and train COGS committees. The estimated range of staff time is 21,000 to 25,000 hours.	21,000 to 25,000	21,111	New measure	Achieved — forecasted number of staff hours achieved.
A profile on the contribution of COGS volunteers published.	Profile	Profile published	New measure	Achieved — the profile is titled Making a Contribution: COGS Volunteers in Your Community 2001 .
100% of COGS public planning and selection meeting processes assessed against a checklist specified in COGS grants scheme procedural documentation and approved by the COGS National Advisory Committee.	100%	100%	100%	Achieved — all meeting processes met the checklist specifications.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
A minimum 98% of applications, assessed through a random audit against an internal control checklist, meet standards specified in grants scheme procedural documentation.	98%	81%	93%	Standard not achieved — this measure failed to achieve target because copies of receipt of application letters were not consistently kept. In these instances it was assumed the measure was below target. The new COGS Online grant process will correct this by automatically generating an email or receipt of application letter when an application is received.
A minimum 98% of grant disbursements, assessed through a random audit against an internal control checklist, meet standards for accuracy and timeliness specified in internal quality service documentation.	98%	88%	83%	Standard not achieved — this measure failed to achieve target because dates to prove payments were within the required timeframe were not recorded. The new COGS Online grant process will correct this by automatically recording when money is paid out.
Provision of services and training to COGS National Advisory Committee and Local Distribution Committee members will result in 85% of respondents to a customer satisfaction survey of committee members rating quality and timeliness at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding .	85%	66%	86%	Standard not achieved — respondents indicated that they wished to have more information and training on Treaty issues. A training and awareness programme was initiated in May 2001.
100% of logged customer service complaints responded to within timeframes specified in internal quality service documentation.	100%	100%	100%	Achieved — all complaints responded to within the timeframes specified.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	2,286	2,265	2,286	2,191
Revenue Third Parties	0	0	0	0
<i>Total Revenue</i>	2,286	2,265	2,286	2,191
<b>Expenses</b>				
Administration of Grants	2,156	2,265	2,285	2,168
<i>Total Expenses</i>	2,156	2,265	2,285	2,168
Net Surplus/Deficit	130	0	1	23
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	2,442	2,548	2,571	2,442



## D4 – Community Advisory and Information Services to the Public

### Description

This output class involves services, which include the provision of advisory and information services to:

- ¥ community groups with a focus on building participation and developing local initiatives for disadvantaged community and youth sectors
- ¥ individuals, groups and agencies in the community sector in order to improve access to resources and build participation in the community sector
- ¥ the public on Building Controls and Fire Service
- ¥ the public on the Government, its agencies and services
- ¥ the public through the New Zealand Gazette, which provides official and legal information.

### Performance targets for Advisory Services to Community Groups are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Advisory services provided to community groups using a community development approach. The estimated range of staff time is 24,000 to 30,000 hours.	24,000 to 30,000	26,949	22,594	Achieved — the hours spent delivering advisory services were provided as forecasted.
35 Community Project Worker agencies provided with project management advisory services.	35	35	46	Achieved — project management advisory services provided as required.
30 (the estimated range is 25 to 35) youth worker networks provided with facilitation and training advisory services.	30	41	39	Achieved — more youth worker networks were provided within services than forecasted.
An international community development conference hosted in April 2001.	April 2001	Conference held	N/A	Achieved — Investing in Community Development conference held 26 <sup>th</sup> April 2001.
An evaluation of Community Project Worker Scheme Crime Prevention projects completed.	Evaluation	Achieved	N/A	Achieved — evaluation completed. See page 38 for details.

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 Vote Internal Affairs  
 D4 – Community Advisory and Information Services to the Public

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
90% of advisory services, assessed through a random audit against an internal control checklist, meet standards specified in internal quality service documentation.	90%	90%	97%	Achieved — 90% of standards met.
100% of logged customer service complaints acted on within timeframes specified in internal quality service documentation.	100%	100%	100%	Achieved — all complaints responded to within the timeframes specified.

**Performance targets for Information Services to the Community Sector are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Community information services to individuals, community groups and agencies. The estimated range of staff time is 15,000 to 19,000 hours.	15,000 to 19,000	15,996	7,605	Achieved — forecasted range of staff hours spent on community information services.
A minimum of 50 updates made to the Community Net website.	50	49	50	All updates were made as requested.
300 (estimated range 250 to 350) Community Net e-mail and helpdesk enquiries responded to.	250 to 350	273	269	All helpdesk enquiries responded to.
Public access to the Funding Information Service database provided at 17 sites.	17	17	16	Achieved — funding information service database is available at 17 regional offices.
11 editions of Rural Bulletin published and circulated in conjunction with the Ministry of Agriculture and Forestry.	11	11	11	Achieved — all rural bulletins published.
90% of information services, assessed through a random audit against an internal control checklist, will meet standards specified in internal quality service documentation.	90%	90%	97.1%	Achieved — 90% of information services checked and met the standards specified.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
85% of respondents to a customer satisfaction survey of information service clients will rate information at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding .	85%	87%	89.5%	Achieved — 87% of respondents were satisfied with the information.
100% of logged customer service complaints are responded to within timeframes specified in internal quality service documentation.	100%	100%	100%	Achieved — all complaints responded to within the timeframes specified.

**Performance targets for Government Information Services are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Access to information about government and local government services maintained through the Blue Pages published in 18 Telecom Regional Telephone Directories.	18	18	18	Achieved — Blue Pages published in 18 Telecom Regional Telephone Directories.
No more than one compensation claim against Blue Pages sustained.	≤1	No claim	No claim	Achieved — no compensation claims sustained.
90% of respondents to an annual client satisfaction survey rate the information on Blue Pages as useful .	90%	94%	85%	Achieved — 94% of clients rated the Blue Pages information as useful.

**Performance targets for Advisory and Information Services on Building Controls and Fire Service are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
110 (the estimated range is 100 to 120) written items of information provided during the year, dealing with issues such as the building levy, building regulation compliance and consents, and building and fire safety provisions.	100 to 120	103	109	All written items of information provided as required.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of written requests for information responded to within 10 working days of receipt of request.	100%	100%	100%	Achieved — all requests responded to within 10 working days.
All written items of information met the following standards: ¥ factually accurate ¥ provide all necessary information ¥ laid out in the standard format and layout.	100%	100%	All met standard	Achieved — all information met the required standard.

**Performance targets for New Zealand Gazette are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
49 principal editions, two special editions, 47 custom editions, all requested professional lists, trade lists, and supplements published.	98 editions	104 editions	102 editions	104 editions plus 50 supplements were published.
100% New Zealand Gazettes published to deadlines.	100%	100%	100%	Achieved — all Gazettes published to deadlines.
The text of the New Zealand Gazette, typeset and published in accordance with text supplied by the client with no more than one error per month.	1 error per month	1 error in 12 months	1 error in 12 months	Achieved — only one error in the 12 month period.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	4,614	4,884	4,614	4,564
Revenue Third Parties	1,431	2,132	1,717	876
<i>Total Revenue</i>	6,045	7,016	6,331	5,440
<b>Expenses</b>				
Advisory Services to Community Groups	2,576	2,776	2,705	2,580
Information Services to the Community Sector	1,735	1,857	1,838	1,794
Government Information Services	501	816	451	994
Advisory and Information Services on Building Controls and Fire Service	83	203	69	57
New Zealand Gazette <sup>3</sup>	840	1,355	1,259	0
<i>Total Expenses</i>	5,735	7,007	6,322	5,425
Net Surplus/Deficit	310	9	9	15
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	6,491	7,884	7,113	6,105

<sup>3</sup> In 1999/2000 the New Zealand Gazette was reported under the Output Class "Official Legal and Historical Publications", and incurred expenditure of \$1,193,000. This Output Class was discontinued on 30 June 2000.

## D5 – Issuing of Licences and Administration of Regulations

### Description

This output class involves services relating to:

- ¥ carrying out investigations and audits to test compliance with regulations pursuant to the Films, Videos and Publications Classification Act 1993, the Gaming and Lotteries Act 1977, the Racing Act 1971, the Casino Control Act 1990 and enforcing regulations pursuant to these Acts (prosecutions will be carried out where appropriate)
- ¥ issuing licences concerning all aspects of gaming and employees of the country's casinos
- ¥ providing policy advice on the gaming licensing regulatory regime and associated fees, advice and information on the application of gaming law, and education services to the gaming sector.

**Performance targets for Censorship Inspections are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of video site inspections Range: 300 to 350 Target: 325	300 — 350	403	388	Achieved — large number of sites inspected in connection with investigations of unlabelled/ objectionable video distribution.
Number of film site inspections Range: 10 to 30 Target: 20	10 — 30	25	23	Achieved — forecasted number of film site inspections conducted.
Number of magazine/book site inspections Range: 300 to 350 Target: 325	300 — 350	366	359	Achieved — the number of forecast magazine/book site inspections was slightly exceeded.
Number of electronic media site inspections Range: 450 to 500 Target: 475	450 — 500	476	250	Achieved — forecast number of electronic media site inspections conducted.
Number of other forms of publication inspections Range: 500 to 600 Target: 550	500 — 600	609	668	Achieved — the number forecast of other forms of publication inspections was slightly exceeded.
Percentage of inspection reports that meet the reporting criteria detailed in the 2000/01 Purchase Agreement.	95%	100%	100%	Achieved — forecast percentage of inspection reports detailed in 2000/01 Purchase Agreement.

**Performance targets for Censorship Investigations are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
An estimated minimum of 300 censorship investigations in the year completed to standards and legal requirements.	300	439	487	All investigations completed as required. Large number of complaints/information led to more than forecast investigations being completed.
A capacity for 695 hours per inspector per year spent on investigations.	695	769	New measure	Hours completed as required. Reflects the high number of investigations completed.
100% of investigations reviewed by the manager monthly and within seven days of completion to ensure legal requirements are complied with.	100%	100%	100%	Achieved — all investigations reviewed by the Manager to ensure legal requirements.
100% of investigations comply with legal requirements.	100%	100%	New measure	Achieved — all investigations comply with the legal requirements.

**Performance targets for Censorship Prosecutions are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
An estimated minimum of 15-20 cases of censorship prosecutions completed.	15- 20	30	34	All prosecutions completed as necessary.
A capacity for 694 staff hours per inspector per year spent on censorship prosecutions.	694	727	752	Hours completed as necessary to complete prosecutions.
100% of prosecution files submitted to the manager within four weeks of the completion of the investigation.	100%	100%	91%	Achieved — 100% of prosecution files submitted to the manager within timeframe.
A maximum of 5% of cases dismissed where prima facie case not established.	≤5%	No cases	No cases	Achieved — no cases failed to establish a prima facie case.
A maximum of 5% of cases receive adverse judicial comments on prosecution case or preceding investigation process.	≤5%	No cases	No cases	Achieved — no cases received adverse judicial comments.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Minimum of 90% of prosecution cases granted approval to pursue prosecution by the Attorney-General (Section 123, 124, 131 offences).	90%	100%	100%	Achieved — 100% of prosecution cases granted approval to pursue prosecution.

**Performance targets for Casino Audits are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of casino financial audits Range: 220 — 270 Target: 252	220 — 270	614	1,327	Achieved — risk-based testing means resources shifted from one type of audit to another. Audit categories redefined during year.
Number of casino table games audits Range: 1,050 — 1,150 Target: 1,095	1,050 — 1,150	2,296	650	Achieved — risk-based testing means resources shifted from one type of audit to another. Audit categories redefined during year.
Number of gaming machines casino audits Range: 800 — 900 Target: 842	800 — 900	1,407	1,381	Achieved — risk-based testing means resources shifted from one type of audit to another. Audit categories redefined during year.
Number of cashiering casino audits Range: 460 — 540 Target: 491	460 — 540	749	215	Achieved — risk-based testing means resources shifted from one type of audit to another. Audit categories redefined during year.
Number of surveillance casino audits Range: 500 — 580 Target: 540	500 — 580	1,274	1,461	Achieved — risk-based testing means resources shifted from one type of audit to another. Audit categories redefined during year.
Number of security casino audits Range: 280 — 330 Target: 315	280 — 330	912	142	Achieved — risk-based testing means resources shifted from one type of audit to another. Audit categories redefined during year.
All audit reports will meet criteria specified in the Casino Supervision and Inspection Risk Assessment/ Audit Programme	100%	100%	100%	Achieved — risk-based testing means resources shifted from one type of audit to another. Audit categories redefined during year.



**Performance targets for Casino Investigations are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of casino investigations of patron complaints in relation to the conduct of gaming Range: 100 — 140 Target: 122	100 — 140	134	129	All casino investigations of patron complaints completed as required.
Number of casino investigations of ongoing suitability of individuals to hold certificates of approval Range: 15 — 25 Target: 20	15 — 25	33	17	All casino investigations of ongoing suitability of individuals completed as required. There were a large number of investigations carried out at one casino in relation to an inquiry into staff conduct.
Number of casino investigations into operator breaches Range: 12 — 22 Target: 18	12 — 22	63	28	All casino investigations of patron complaints completed as required. Only three of these investigations resulted in a formal report to the Casino Control Authority.
Number of casino investigations into offences under the Casino Control Act Range: 130 — 170 Target: 155	130 — 170	197	190	All casino investigations completed as required. There was a high requirement for investigations this year due to recent opening of three new casinos.
All investigation reports will meet criteria specified in the Casino Supervision and Inspection Investigations Procedures Manual.	100%	100%	100%	Achieved — all reports met criteria.
100% of complaints acted on within seven days of receiving the complaint	100%	100%	100%	Achieved — all complaints acted on within required timeframes.

**Performance targets for Gaming Licensing are:**

<b>Quality, Quantity &amp; Timeliness</b>	<b>Standard</b>	<b>2000/01 Actual</b>	<b>1999/00 Actual</b>	<b>Comment</b>
Number of prize competition gaming licences issued Range: 25 — 35 Target: 30	25 — 35	26	27	26 prize competition gaming licences issued.
Number of Housie gaming licences issued Range: 600 — 800 Target: 700	600 — 800	725	667	725 housie gaming licences issued.
Number of lottery gaming licences Range: 675 — 825 Target: 750	675 — 825	747	725	747 lottery gaming licences issued.
Number of other game of chance gaming licences issued Range: 70 — 170 Target: 120	70 — 170	149	103	149 other game of chance gaming licences issued.
Number of new gaming machine licences issued Range: 20 — 40 Target: 30	20 — 40	50	41	50 new gaming machine licences issued.
Number of gaming machine licence amendments issued Range: 450 — 650 Target: 550	450 — 650	1,000	641	1,000 gaming machine licence amendments issued.
Number of annual gaming machine licence renewals issued Range: 750 — 950 Target: 850	750 — 950	833	880	833 annual gaming machine licence renewals issued.
Number of casino employee certificates of approval issued Range: 500 — 1,050 Target: 775	500 — 1,050	497	715	497 casino employee certificates of approval issued as requested.
99% of licences and amendments are issued without error.	99%	99%	99%	Achieved — 99% of licences and amendments issued without error.
99% of licences and amendments issued in accordance with policy and legislation.	99%	99%	100%	Achieved — 99% of licences and amendments issued in accordance with policy and legislation.
95% of licences and amendments (excl gaming machines renewals) issued within ten days of the receipt of a complete application.	95%	88%	72%	Standard not achieved — turnaround times were more than 10 days for the first six months. Delays were identified and resolved. Standard exceeded in last 5 months of year after process improvements.

**Performance targets for Gaming Advice and Information are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
1,123 hours of staff time allocated to the provision of advice and information relating to the application of gaming law; the advice being provided from the Gaming Licensing Office in Wellington between 8.30am and 5.00pm Monday to Friday (incl).	1,123	2,146	1,295	Achieved — a higher number of public enquiries resulted in an increase in hours.
95% of requests for advice/information meet the following criteria: ¥ answered without error ¥ answered in accordance with legislation and policy ¥ answered within agreed timeframes which are: ¥ no more than 10 working days for straight forward requests ¥ 20 working days for Official Information Act requests.	95%	95%	90%	Achieved — 95% of requests for advice/information answered without error.
Advice to Minister as per Departmental criteria for policy advice.	N/A	N/A	N/A	Achieved — no written advice on gaming licensing was requested by the Minister.

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D5 - Issuing of Licences and Administration of Regulations**Performance targets for Gaming Audits are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of gaming machine society audits forecasted for completion.	160	177	181	Achieved — forecasted number of audits were completed.
Number of gaming machine site audits forecasted for completion.	160	172	154	Achieved — forecasted number of audits were completed.
Number of other audits forecasted for completion.	40	44	16	Achieved — forecasted number of audits were completed.
A capacity for 13,300 hours of staff time spent on gaming audits.	13,300	14,479	19,510	Achieved — the decrease in hours in 1999/2000 reflects process efficiencies gained as inspectorate staff became more familiar with the new audit model.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of gaming machine audits comply with standards/criteria specified in the risk based gaming machine audit model.	100%	100%	100%	Achieved — 100% of gaming machine audits complied with specified standards/criteria.
100% of housie audits completed in accordance with standards/criteria specified in the risk based housie audit model.	100%	100%	100%	Achieved — 100% of housie audits completed in accordance with specified standards/criteria.
100% of other audits completed in accordance with criteria specified in the Gaming Compliance 2000/01 Business Plan.	100%	100%	100%	Achieved — 100% of other audits completed within specified criteria.

**Performance targets for Gaming Investigations are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of gaming machine investigations forecast for completion.	100	71	74	All gaming machine investigations completed as required.
Number of other investigations forecast for completion.	30	74	56	All other investigations completed as required.
A capacity for 8,400 hours of staff time spent on gaming investigations.	8,400	4,789	5,315	Hours completed as required.
100% of investigations comply with legal requirements.	100%	100%	100%	Achieved — 100% of investigations complied with legal requirements.

**Performance targets for Gaming Prosecutions are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of gaming machine prosecutions forecast for completion.	2	3	2	Gaming machines prosecutions completed as required.
Number of other prosecutions forecast for completion.	7	3	3	Other prosecutions completed as required.
Capacity for 1,300 hours of staff time spent on gaming prosecutions.	1,300	711	550	Hours completed as required.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of dates set by the Court are met and complied with by the Department.	100%	100%	100%	Achieved — 100% of dates set by the Court were met and complied with by the Department.
A maximum of 5% of cases dismissed where prima facie case is not established.	5%	No cases	No cases	Achieved — no cases failed to establish a prima facie case.
A maximum of 5% of cases receive adverse judicial comments on prosecution case or preceding investigation process.	5%	No cases	No cases	Achieved — no cases.

**Performance targets for Education Services to Gaming Sector are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
10 formal gaming machine clinics completed.	10	13	New measure	Achieved — 13 formal gaming machine clinics completed.
150 gaming machine site visits completed.	150	193	New measure	Achieved — large numbers of site visits as part of gaming machine field testing project.
60 housie site visits completed.	60	61	New measure	Achieved — 61 housie site visits completed.
A capacity for 2,000 hours of staff time spent on education services.	2,000	2,349	New measure	Achieved — reflects requirements of field testing project and slightly higher number of gaming machine clinics.
All gaming education work completed in accordance with criteria specified in the Gaming Compliance 2000/01 Business Plan.	N/A	Achieved	New measure	Achieved — all gaming education work completed in accordance with specified criteria.

## Performance targets for Gaming Regulatory Policy Advice are:

Measure	Comment
Completion of the Policy Work Programme as agreed between the Minister of Internal Affairs and the Chief Executive, or as amended by agreement during the year, with emphasis on the gaming regulatory regime.	<p>The Work Programme was completed as agreed with the Minister. Key pieces of work included:</p> <p><b>Review of Gaming Fees</b> Consultation process completed and Cabinet paper submitted so that regulations can be amended, if necessary, before September 2001.</p> <p><b>Audits of Non-Casino Gaming Machines</b> Advice on increasing the frequency of audits of non-casino gaming machines.</p>

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Policy advice provided in accordance with agreed policy quality criteria.	100%	100%	Not completed	Achieved — all policy advice reached the required quality standard.
All policy advice provided in accordance with the quality assurance system for policy advice.	100%	100%	Not completed	Achieved — all policy advice reached the required quality standard.
Ministerial satisfaction with the coverage and the timeliness of the policy advice rated at eight or greater on a scale of one to nine, where one is very poor and nine is outstanding, the assessment mechanism being a half yearly survey <sup>4</sup> .	8	8	7	Achieved — the Minister was satisfied with the coverage and timeliness of the policy advice.

<sup>4</sup> The survey covered the period from January – June 2001.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	1,275	1,307	1,275	1,228
Revenue Third Parties	7,142	6,719	6,561	6,176
<i>Total Revenue</i>	8,417	8,026	7,836	7,404
<b>Expenses</b>				
Censorship Inspections	305	343	343	268
Censorship Investigations	302	343	343	295
Censorship Prosecutions	396	340	341	268
Casino Audits	1,769	2,158	1,891	1,804
Casino Investigations	449	539	473	485
Gaming Licensing	1,595	1,688	1,642	1,474
Gaming Advice and Information	106	138	141	75
Gaming Audits	1,280	1,038	1,125	901
Gaming Investigations	854	830	900	920
Gaming Prosecutions	120	104	113	158
Education Services to Gaming Sector	102	104	113	0
Provision of Operational Policy	0	0	0	82
Gaming Regulatory Policy Advice	126	131	140	155
<i>Total Expenses</i>	7,404	7,756	7,565	6,885
Net Surplus/Deficit	1,013	270	271	519
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	8,456	8,759	8,545	7,811

## D6 – Issuing of Official Documents

### Description

This output class involves:

- ¥ informing the public about the services, entitlements and obligations arising from the Citizenship Act 1977, the Passport Act 1992 and the Births, Deaths and Marriages Registration Act 1995
- ¥ assessment of applications for and issuing of New Zealand passports and other travel documents
- ¥ assessment of applications for grants of citizenship
- ¥ registration and confirmation of citizenship
- ¥ registration of births, deaths and marriages
- ¥ issuing certificates and information relating to births, deaths and marriages
- ¥ maintenance of associated national records relating to passports, citizenship, births, deaths and marriages
- ¥ authentication of official documents and documents notarised by New Zealand Notaries Public for use overseas.

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D6 – Issuing of Official Documents

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It also includes policy advice on, and information relating to, New Zealand's documents of national identity, broader identity issues, births, deaths, marriages, citizenship and passports. Policy advice also involves preparation of briefings and speech notes and the provision of support for the Minister of Internal Affairs as required in Cabinet Committees, Select Committees and in the House.

Ministerial services are also provided. These involve the provision of draft replies to correspondence, including Official Information Act requests and Ombudsman enquiries, and to Parliamentary Questions, addressed to the Minister of Internal Affairs or referred from other Ministers.

### Performance targets for Citizenship are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of applications for grants of citizenship. Range: 24,000 — 28,000 Target: 26,000	24,000 — 28,000	24,747	31,535	24,747 grants of citizenship.
Number of applications for registration of citizenship by descent. Range: 5,000 — 6,000 Target: 5,500	5,000 — 6,000	5,771	5,941	5,771 applications for registration of citizenship by descent.



Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of applications for certificates of citizenship status. Range: 3,500 — 4,000 Target: 3,750	3,500 — 4,000	4,041	3,939	4,041 applications for certificates of citizenship status.
99% of citizenship documents issued without error.	99%	99.8%	99.9%	Achieved — 99.8% of citizenship documents issued without error.
80% of applications for grants of citizenship recommended to the Minister within four months of receipt.	80%	70.2%	84.2%	Standard not achieved — new processes have been introduced to streamline production.
95% of applications for registration of citizenship, not involving adoption, completed within 20 working days of receiving a completed application.	95%	99.9%	99%	Achieved — 99.9% of applications for registration of citizenship not involving adoption completed within required timeframe.
95% of applications for certificates of status completed within 20 working days of receiving a completed application.	95%	97.7%	99%	Achieved — 97.7% of applications for certificates of status completed within required timeframe.

### Performance targets for Passports are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of standard passports. Range: 300,000 — 350,000 Target: 325,000	300,000 — 350,000	308,399	308,691	308,399 standard passports issued.
Number of urgent passports. Range: 25,000 — 31,000 Target: 28,000	25,000 — 31,000	32,674	28,733	32,674 urgent passports issued.
Number of other travel documents. Range: 5,500 — 8,500 Target: 7,000	5,500 — 8,500	6,570	6,823	6,570 other travel documents issued.
99% of passport documents issued without error.	99%	99.9%	99.9%	Achieved — 99.9% of passport documents issued without error.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
99% of urgent passports and other urgent travel documentation issued within three working days of receipt of a completed application.	99%	99.9%	99.9%	Achieved — 99.9% of urgent passports and other travel documentation issued within required timeframes.
99% of non-urgent passports issued within 10 working days of receipt of a completed application.	99%	99.9%	99.99%	Achieved — 99.9% of non-urgent passports issued within required timeframes.

**Performance targets for Births, Deaths and Marriages Registrations are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of birth registrations. Range: 56,000 — 62,000 Target: 59,000	56,000 — 62,000	57,484	59,601	57,484 birth registrations.
Number of death registrations. Range: 27,000 — 30,500 Target: 28,750	27,000 — 30,500	27,036	27,925	27,036 death registrations.
Number of marriage registrations. Range: 20,000 — 22,500 Target: 21,250	20,000 — 22,500	22,667	23,616	22,667 marriage registrations.
Number of births, deaths and marriages access certificates issued. Range: 245,000 — 273,000 Target: 261,000	245,000 — 273,000	243,609	271,129	243,609 certificates issued.
Number of micrographics issued for births, deaths and marriages. Range: 60,000 — 70,000 Target: 65,000	60,000 — 70,000	66,330	82,152	66,330 micrographics issued.
99% of birth, death and marriage certificates issued without error.	99%	99.2%	99.4%	Achieved — 99.2% of birth, death and marriage certificates issued without error.
99% of birth, death and marriage information is registered without error.	99%	99.3%	99.99%	Achieved — 99.3% of birth, death and marriage information registered without error.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
95% of death registrations will be completed within three working days from receipt of a properly completed notification or application form.	95%	100%	99.99%	Achieved — 100% of death registrations completed within required timeframes.
95% of birth and marriage registrations will be completed within four working days from receipt of a properly completed notification or application form.	95%	97%	100%	Achieved — 97% of birth and marriage registrations completed within required timeframes.
99% of completed applications for certificates from fully computerised registrations that are received: ¥ by 3.00pm will be processed on the same working day ¥ after 3.00pm will be processed the next working day	99% 100%	100% 100%	100% 100%	Achieved — 100% of completed applications for certificates processed within required timeframes.
95% of certificates from registrations which are not fully computerised will be processed within eight working days of receipt of a completed application.	95%	99.9%	New measure	Achieved — 99.9% of certificates from registrations that are not fully computerised completed within required timeframes.
95% of documents issued from micrographic retrieval system produced within eight working days.	95%	99.6%	97%	Achieved — 99.6% of documents issued from micrographic retrieval system produced within required timeframes.

### Performance targets for Authentication Services are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of authentication documents. Range: 1,700 — 1,800 Target: 1,750	1,700 — 1,800	2,827	2,386	2,827 authentication documents.
99% of documents authenticated without error.	99%	99.5%	99.9%	Achieved - 13 documents returned for re-issue.
95% of documents submitted for authentication will be processed within five working days.	95%	100%	99.9%	Achieved - all documents accompanied by correct payment and correct processing information processed within 5 working days.

**Performance targets for Policy Advice (National Identity) are:**

Measure	Comment
The Policy Work Programme completed as agreed between the Minister of Internal Affairs and the Chief Executive, or as amended by agreement during the year, with emphasis on policy advice on identity and citizenship.	The Work Programme was completed as agreed with the Minister. Key pieces of work included: <b>Citizenship Review</b> Proposals for the amendment of the Citizenship Act 1977 and regulations have been prepared for Cabinet consideration. <b>Identity Services Fees Review</b> The Identity Services Fee Review was completed and the approach agreed with Central Agencies. Papers sent to Cabinet for consideration.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Policy advice provided in accordance with agreed policy quality criteria.	100%	100%	100%	Achieved - all policy advice reached the required quality standard.
All policy advice provided in accordance with the quality assurance system for policy advice.	100%	100%	100%	Achieved - all policy advice reached the required quality standard.
Ministerial satisfaction with the coverage and the timeliness of the policy advice rated at eight or greater on a scale of one to nine, where one is very poor and nine is outstanding, the assessment mechanism being a half yearly survey <sup>5</sup> .	8	8	7	Achieved — the Minister was satisfied with the coverage and timeliness of the policy advice.

**Performance targets for Ministerial Correspondence and Questions are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Replies as required to all Ministerial correspondence, with an estimated range of 420 to 450.	420 — 450	221	218	All replies to Ministerial Correspondence were drafted as required.
An estimated 0 to 10 responses to Official Information Act requests and Ombudsman enquiries on all items responded to as required.	0 — 10	3	1	All responses to Official Information Act drafted as required.

<sup>5</sup> The survey covered the period from January – June 2001.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
An estimated 35 to 40 draft answers to Parliamentary Questions on all items drafted as required.	35 — 40	9	10	All answers to Parliamentary Questions drafted as required.
95% of draft responses to Ministerial correspondence returned to the Minister's office for signature within 15 working days of receipt from the Minister's office, or such other deadlines as may be specifically agreed.	95%	100%	100%	Achieved — all items returned prior to deadline.
100% of draft responses to Official Information Act requests and Ombudsman enquiries returned to the Minister's office for signature, two days prior to the statutory deadline for reply.	100%	100%	100%	Achieved — all items returned prior to deadline.
All draft replies to Parliamentary Questions completed within the timeframes specified by the Minister.	100%	100%	100%	Achieved — all items drafted within timeframe.
At least 95% of first versions of replies to Ministerial correspondence, Official Information Act requests, Ombudsman requests and Parliamentary Questions accepted by the Minister.	95%	100%	100%	Achieved — all first versions accepted.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	1,969	1,853	1,969	1,844
Revenue Third Parties	40,909	40,658	42,268	41,206
<i>Total Revenue</i>	42,878	42,511	44,237	43,050
<b>Expenses</b>				
Citizenship	7,948	6,859	8,389	7,542
Passports	18,513	17,463	18,267	17,163
Births, Deaths and Marriages Registration	10,434	12,115	10,888	10,739
Authentication Services	192	109	118	46
Policy Advice (National Identity)	342	339	359	387
<i>Total Expenses</i>	37,429	36,885	38,021	35,877
Net Surplus/Deficit	5,449	5,626	6,216	7,173
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	42,789	42,199	43,551	41,258

## D7 – Ethnic Affairs Policy Advice and Information Services

### Description

This output class involves policy advice, Ministerial services, and the provision of advisory and information services to ethnic communities.

Policy advice includes the provision of advice and information on matters relating to ethnic affairs. It also involves preparation of briefings and speech notes and the provision of support for the Minister Responsible for Ethnic Affairs as required in Cabinet Committees, Select Committees and in the House.

Ministerial services involve the provision of draft replies to correspondence, including Official Information Act requests and Ombudsman enquiries, and to Parliamentary Questions, addressed to the Minister Responsible for Ethnic Affairs or referred from other Ministers.

Advisory and information services to ethnic communities include:

- ¥ a point of contact with government for ethnic peoples and communities
- ¥ information to ethnic peoples and communities
- ¥ public information to raise the level of knowledge about ethnic communities and their contribution to New Zealand.

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### Performance targets for Ethnic Affairs Policy Advice are:

Measure	Comment
The Policy Work Programme completed as agreed between the Minister Responsible for Ethnic Affairs and the Chief Executive, or as amended by agreement during the year, with emphasis on policy advice described above.	The Work Programme was completed as agreed with the Minister. Key pieces of work included: <ul style="list-style-type: none"> <li>¥ The establishment of an Auckland based information and advisory service</li> <li>¥ The draft paper Ethnic Affairs Policy Framework for consultation with other departments was completed 28 February 2001</li> <li>¥ <i>Let's Talk</i> — a revision of the guidelines on the use of interpreters was completed.</li> <li>¥ A scoping paper on interpreting services was submitted to the Minister in May 2001.</li> </ul>

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Policy advice provided in accordance with agreed policy quality criteria.	100%	100%	New measure	Achieved - all policy advice reached the required quality standard.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
All policy advice provided in accordance with the quality assurance system for policy advice.	100%	100%	New measure	Achieved - all policy advice reached the required quality standard.
Ministerial satisfaction with the coverage and the timeliness of the policy advice rated at eight or greater on a scale of one to nine, where one is very poor and nine is outstanding, the assessment mechanism being a half-yearly survey <sup>6</sup> .	8	8	New measure	Achieved — the Minister was satisfied with the coverage and timeliness of the policy advice.

**Performance targets for Ministerial Correspondence and Questions are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Replies as required to all Ministerial correspondence, with an estimated range of 10 to 50.	10 — 50	8	New measure	All replies to Ministerial Correspondence were drafted as required.
Responses as required to all Official Information Act requests and Ombudsman enquiries, with an estimated range of 0 to 10.	0 — 10	1	New measure	An answer to an Official Information Act request was drafted.
Answers as required to all Parliamentary Questions, with an estimated range of 10 to 50.	10 — 50	37	New measure	All answers to Parliamentary Questions were drafted as required.
95% of draft responses to Ministerial correspondence returned to the Minister's office for signature, within 15 working days of receipt from the Minister's office, or such other deadlines as may be specifically agreed.	95%	100%	New measure	Achieved — all items returned prior to deadline.
100% of draft responses to Official Information Act requests and Ombudsman enquiries returned to the Minister's office for signature two days prior to the statutory deadline for reply.	100%	100%	New measure	Achieved — all items returned prior to deadline.

<sup>6</sup> The survey covered the period from January – June 2001.



Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
All draft replies to Parliamentary Questions completed within the timeframes specified by the Minister.	100%	94.6%	New measure	Standard not achieved - two draft replies of a total of 37 were not completed within the specified timeframes. For 2001/02 a new system has been implemented to ensure all agreed departmental performance measures for Ministerial Correspondence and Parliamentary Questions will be met.
At least 95% of first versions of replies to Ministerial correspondence, Official Information Act requests, Ombudsman enquiries and Parliamentary Questions accepted by the Minister.	95%	100%	New measure	Achieved — all items accepted.

**Performance targets for Advisory and Information Services to Ethnic Communities are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Four editions of <i>Ethnic Link</i> newsletter published and circulated.	4	4	4	Achieved — four editions of <i>Ethnic Link</i> newsletter published and circulated.
<i>Ethnic Dates to Celebrate</i> calendar published and circulated.	Calendar	Calendar	New measure	Achieved — calendar published and circulated.
An estimated 200 to 300 requests from ethnic communities for information or advice responded to.	200 — 300	762	New measure	All requests from the ethnic communities for information or advice responded to as required.
100% of written requests for information responded to within 10 working days of receipt of requests.	100%	100%	New measure	All written requests responded to within 10 days.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	461	400	461	0
Revenue Third Parties	0	0	0	0
<i>Total Revenue</i>	461	400	461	0
<b>Expenses</b>				
Ethnic Affairs Policy Advice	220	141	183	0
Ministerial Correspondence and Questions Advisory and Information Services to Ethnic Communities	11 225	10 249	11 266	0 0
<i>Total Expenses</i>	456	400	460	0
Net Surplus/Deficit Appropriation	5 GST Incl	0 GST Incl	1 GST Incl	0 GST Incl
<b>Total Appropriation</b>	514	450	518	0

## D8 – Translation Services (Mode B Net)

### Description

This output class involves the provision of translation and other foreign language services to Ministers and third parties.

### Performance targets for Translation Services are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of contracted services provided.	100%	100%	100%	Achieved — all contracted services provided.
98% of translations completed to professional standards.	98%	99%	99%	Achieved - <1% of translations returned for amendment.
98% of translations meet timeframes to the satisfaction of customers.	98%	98%	98%	Achieved — 98% of translations met timeframes.
An average client satisfaction rating of 7.5 or greater is achieved through formal client feedback, where on a scale of one to nine, one is very poor and nine is outstanding .	7.5	7.8	7.8	Achieved - result taken from annual survey of clients carried out in December 2000, which reflects the previous 12 month period.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	(3)	0	(3)	0
Revenue Third Parties	589	500	550	558
<i>Total Revenue</i>	586	500	547	558
<b>Expenses</b>				
Translation Services	575	500	548	550
<i>Total Expenses</i>	575	500	548	550
Net Surplus/Deficit	11	0	(1)	8
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	648	563	616	620

# Vote Emergency Management

## D1 – Policy Advice (Emergency Management)

### Description

This output class involves the provision of strategic policy development and policy advice on civil defence and emergency management frameworks, procedures and operations. The output class also involves the drafting of replies to Ministerial correspondence, Parliamentary Questions, Official Information Act requests and Ombudsman enquiries, and the preparation of briefings and speech notes.

### Performance targets for Emergency Management Policy Advice are:

Measure	Comment
Policy Work Programme completed as agreed between the Minister of Civil Defence and the Director, or as subsequently amended by agreement during the year.	<p>The Policy Work Programme was completed as agreed with the Minister.</p> <p>The following were the components of the Policy Work Programme:</p> <ul style="list-style-type: none"> <li>¥ Introduce and manage the passage of the Civil Defence/Emergency Management Bill according to Government legislative priorities</li> <li>¥ Develop a draft National Civil Defence/Emergency Management Strategy for public consultation</li> <li>¥ Develop the draft components of a National Civil Defence/Emergency Management Plan</li> <li>¥ Undertake a review of national capability for dealing with an event of national significance</li> <li>¥ Develop guidelines for Recovery Plan processes.</li> </ul>

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Policy advice provided within the current resource allocation for each policy output, responded to in a timely manner with relevant briefings on all significant policy issues which arise during the year; briefings, advice, Cabinet papers and speech notes as required; support for the Minister of Civil Defence as required in Cabinet Committees, Select Committees and in the House.	100%	100%	N/A	Achieved - policy advice provided to meet the requirements of the Minister.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Ministerial satisfaction with the quantity, quality and timeliness of the policy advice rated at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding, the assessment mechanism being a half yearly survey <sup>7</sup> .	7	7.5	7.5	Achieved — ministerial satisfaction rated at 7.5.
Policy advice provided in accordance with agreed policy quality criteria set out in the Ministry for Emergency Management Purchase Agreement for 2000/01.	100%	100%	Achieved	Achieved — all policy advice provided in accordance with agreed policy quality criteria.
All policy advice meets agreed timeframes.	100%	100%	Achieved	Achieved — all policy advice met agreed timeframes.
All policy advice provided in accordance with the quality assurance system for policy advice.	100%	100%	Achieved	Achieved — all policy advice provided in accordance with the quality assurance system.

### Performance targets for Ministerial Correspondence and Questions are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
An estimated range of 40 to 60 replies to Ministerial Correspondence (including Official Information Act requests and Ombudsman enquiries) drafted for all items as required.	40 — 60	38	53	All replies to Ministerial Correspondence drafted as required.
An estimated range of 30 to 50 answers to Parliamentary Questions for all items drafted as required.	30 — 50	37	48	All answers to Parliamentary Questions drafted as required.
100% of draft responses returned to the Minister's office for signature, within 15 working days of receipt from the Minister's office.	100%	100%	100%	Achieved — all items returned within 15 working days.
At least 95% of first versions of Ministerial correspondence, Official Information Act requests, Ombudsman requests and Parliamentary Questions accepted by the Minister in terms of content and technical accuracy.	95%	100%	100%	Achieved — all first versions accepted.

<sup>7</sup> One survey covering the 12 month period was completed.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of draft responses returned to the Minister's office for signature, two days prior to the statutory deadline for reply.	100%	100%	No requests	Achieved — all items returned within the deadline.
All draft replies to Parliamentary Questions completed within the timeframes specified by the Minister.	100%	100%	100%	Achieved — all replies completed within the timeframes specified.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	847	899	847	1,316
Revenue Third Parties	1	1	1	
<i>Total Revenue</i>	848	900	848	1,316
<b>Expenses</b>				
Emergency Management Policy Advice	743	798	754	1,186
Ministerial Correspondence and Questions	89	100	93	39
<i>Total Expenses</i>	833	898	846	1,225
Net Surplus/Deficit	15	2	2	91
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	939	1,011	952	1,390

## D2 – Support Services, Information and Education

### Description

This output class involves the implementation of structures and policies and assisting with the development of best practice approaches to civil defence and emergency management. This includes the provision of support, information, frameworks, guidelines and professional development to the civil defence and emergency management sector.

### Performance targets for Emergency Sector Support Services are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
An estimated 900 visits and meetings to provide advice and assistance on civil defence and emergency management to stakeholders (the range is 800 to 1,000).	800 — 1,000	934	825	Achieved — 934 visits and meetings.
A minimum of 80% of users who respond to a satisfaction survey, rate the quality and timeliness of the civil defence and emergency management advice and assistance services at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding.	80%	62%	78%	Standard not achieved — 62% of respondents rated 7 or greater.
Two mutual aid agreements developed by 30 June 2001.	2	N/A	New measure	Performance measure deleted. It was recognised that the mutual aid agreements should be developed in 2001/02 as part of the National Capability Project. Agreement was sought and obtained from the Minister of Civil Defence in May 2001 to delete the mutual aid agreements deliverable from the 2000/01 Purchase Agreement.

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### Performance targets for Community Information are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
At least six stakeholder resources researched, produced and distributed by 30 June 2001.	6	8	New measure	Achieved — eight stakeholder resources researched.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
At least 12 updates on the Ministry for Emergency Management Website made.	12	40	Achieved	Achieved — 40 updates on Website made.
Website updates made at least monthly, and within one day of major events.	Monthly	Achieved	Updates made	Achieved — website updates were made monthly.
A minimum of 80% of users who respond to a satisfaction survey, rate the quality and usefulness of stakeholder resources at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding .	80%	52%	New measure	Standard not achieved - 52% of users rated 7 or above. One of the items (Tephra) was rated at 9 outstanding by 74% of users. Users indicated that other resources would benefit from revitalisation or a redefinition of their role. This has been taken into account in planning for stakeholder resources to be delivered in 2001/02.

**Performance targets for Professional Development are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Two workplace training programmes for operational response developed by 30 June 2001.	2	8	New measure	Achieved — eight training programmes developed.
At least two seminars on civil defence and emergency management group formation and plan developments, developed and delivered by 30 June 2001.	2	18	New measure	Achieved — 18 seminars developed and delivered.
At least one professional development programme outline developed by 30 June 2001 (in association with emergency services and tertiary education providers).	1	3	New measure	Achieved — three professional development programmes developed.
A minimum of 80% of users who respond to a satisfaction survey, rate the quality and usefulness of seminars at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding .	80%	73%	New measure	Standard not achieved - the Ministry conducted surveys to assess the quality and usefulness of the eight work place training programmes. Of the 108 respondents, 27% rated the programme at eight or greater. For two of the programmes 100% of respondents rated seven or greater.



**Performance targets for Implementation of Civil Defence and Emergency Management Frameworks are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Three best practice guidelines for civil defence and emergency management groups, developed by 30 June 2001.	3	3	New measure	Achieved — three best practice guidelines developed.
Agreement obtained from civil defence and emergency management research providers to principles, outcomes and implementation programme for civil defence and emergency management research, by 30 June 2001.	30 June 2001	Not Achieved	New measure	Standard not achieved - formal sign-off not obtained. A discussion document was prepared and a telephone survey undertaken. Verbal feedback indicated support for the general principles.
A framework for national monitoring and evaluation of civil defence and emergency management practice, developed by 30 June 2001.	30 June 2001	Achieved	New measure	Achieved — framework developed.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	2,559	2,480	2,559	2,613
Revenue Third Parties	6	6	6	13
<i>Total Revenue</i>	<u>2,565</u>	<u>2,486</u>	<u>2,565</u>	<u>2,626</u>
<b>Expenses</b>				
Emergency Sector Support Services	1,193	1,197	1,227	1,848
Community Information	163	63	166	517
Professional Development	622	638	611	252
Implementation of Civil Defence and Emergency Management Frameworks	568	589	562	0
<i>Total Expenses</i>	<u>2,546</u>	<u>2,487</u>	<u>2,566</u>	<u>2,617</u>
Net Surplus/Deficit	19	(1)	(1)	9
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	<u>2,867</u>	<u>2,798</u>	<u>2,887</u>	<u>2,945</u>

## D3 – Management of National Emergency Readiness, Response and Recovery

### Description

This output class involves the management of the capability to monitor and deal with events which may lead to emergencies, and the coordination and/or management of the response to, and recovery from, emergencies that are outside the scope of local civil defence and emergency management organisations.

### Performance targets for Monitoring of Emergency Events are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
250 (the estimated range is 200 to 300) events and incidents monitored.	200 — 300	343	359	All events and incidents monitored as required.
100% of alerts and warnings of events likely to lead to an emergency, issued within 60 minutes after identification of the pending event.	100%	No alerts	No alerts	Achieved — no alerts or warnings were necessary.
A minimum of 80% of local authorities who respond to a satisfaction survey, rate the quality and timing of alerts and warnings at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding.	80%	N/A	N/A	The survey was not commissioned, as no alerts or warnings were necessary.

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### Performance targets for Management of Readiness for National Emergencies are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Parts eight (Welfare), nine (Logistics) and 11 (Energy) of the National Civil Defence Plan updated by 30 June 2001.	Part: 8, 9, 11	Achieved	New measure	Achieved — parts 8, 9 and 11 updated.
The following systems tests completed: ¥ alternate communications system tested weekly ¥ call-out procedures tested monthly ¥ national warning system tested quarterly	N/A	Achieved	Achieved	Achieved — all required systems completed.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of deficiencies revealed by the tests of the high-frequency radio nets and communication systems remedied within seven days, and alternative communication methods used if necessary until deficiencies remedied.	100%	75%	100%	Standard not achieved - three out of four deficiencies were remedied within the timeframe. The fourth required a part from Australia. Alternative communication methods were used.

**Performance targets for Co-ordination and Management of Central Government Response are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Central government response activities managed as required to declared Civil Defence emergencies (an estimated three emergencies; the range is 0 to 10).	0 — 10	0	4	There were no declared Civil Defence Emergencies in 2000/2001. Therefore most of the measures in this output were not activated.
All responses managed in accordance with criteria outlined in the National Civil Defence Plan.	100%	N/A	100%	See above.
100% of preliminary briefings provided to the Minister within 24 hours after the declaration of a Civil Defence emergency.	100%	N/A	100%	See above.
Timely updates provided to the Minister up to the termination of the emergency.	N/A	N/A	New measure	See above.
Ministerial satisfaction with the quality and timeliness of briefings rated at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding .	7	N/A	No Survey <sup>8</sup>	See above.

<sup>8</sup> In 1999/2000 surveys were not conducted due to a clash with the General Election and departure of the Minister.

## Performance targets for Management of Recovery Support are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Central government activity in regard to recovery from emergency events managed as required (an estimated three events; the range is 0 to 10), including: ¥ the evaluation of the impacts of emergencies ¥ the evaluation of recovery strategies as appropriate on behalf of the Minister ¥ coordinating and facilitating the implementation of recovery strategies ¥ the appointment of disaster recovery coordinators as required	0 - 10	0	1 project	There were no declared Civil Defence Emergencies in 2000/2001. Therefore most of the measures in this output were not activated.
100% of the above activity managed in accordance with criteria outlined in the National Civil Defence Plan.	100%	N/A	100%	There were no events for which recovery activity was required.  However, a number of activities <sup>9</sup> (listed below) took place in respect of recovery.
Ministerial satisfaction with quality and timeliness of recovery management services rated at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding .	7	Not measured	Not measured	See above.

<sup>9</sup>

- Internal guidelines for recovery assistance were completed.
- External guidelines for recovery assistance are going through the final consultative process with Local Government New Zealand.
- Ongoing maintenance and support of Disaster Recovery Co-ordinators, with two formal meetings held.
- The Ministry of Civil Defence and Emergency Management co-ordinated and facilitated a Government/Contact Energy solution to flooding issues in Alexandra. This was not a recovery function under the National Civil Defence Plan.
- The Ministry established a project for 2001/02, involving local government stakeholders, to improve local government preparedness for recovery.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	1,471	1,489	1,471	805
Revenue Third Parties	1	1	1	0
<i>Total Revenue</i>	1,472	1,490	1,472	805
<b>Expenses</b>				
Monitoring of Emergency Events	389	392	393	298
Management of Readiness for National Emergencies	79	78	76	359
Co-ordination and Management of Central Government Response	710	718	719	92
Management of Recovery Support	279	302	283	27
<i>Total Expenses</i>	1,457	1,490	1,471	776
Net Surplus/Deficit	15	0	1	29
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	1,641	1,676	1,655	877

# Vote Local Government

## D1 – Policy Advice (Local Government)

### Description

This output class involves the provision of policy advice and Ministerial services.

Policy advice includes the provision of advice and information on local government issues. It also involves monitoring the local government system, preparation of briefings and speech notes and the provision of support for the Minister of Local Government as required in Cabinet Committees, Select Committees, and in the House.

Ministerial services include the provision of draft replies to Ministerial correspondence, including Official Information Act requests and Ombudsman enquiries, and to Parliamentary Questions addressed to the Minister of Local Government or referred from other Ministers.

### Performance targets for Local Government Policy Advice are:

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D1 – Policy Advice (Local Government)

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Measure	Comment
Policy Work Programme completed as agreed between the Minister of Local Government and the Chief Executive, or as amended by agreement during the year, with emphasis on the policy areas described above.	<p>The Work Programme was completed as agreed with the Minister. Key pieces of work, included:</p> <p><b>Local Government Act Review</b> A consultation document was released on the review 14 June 2001.</p> <p><b>Funding Powers Review</b> Policy decisions were made by Cabinet to enable Parliamentary Counsel Office to commence drafting the Local Government (Rating) Bill, in accordance with the revised timetable approved by Cabinet.</p> <p><b>Local Elections and Polls/STV</b> A new Bill, the Local Electoral Act 2001, was enacted May 2001.</p> <p><b>Local Government (Elected Member Remuneration and Trading Amendment) Enterprises Bill</b> The Bill was referred to the Select Committee, and the Department is advising the committee.</p> <p><b>Local and Member's Bill</b> The Select Committee received advice on 13 Local and Member s Bills.</p>

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Policy advice provided in accordance with agreed policy quality criteria.	100%	100%	100%	Achieved — all policy advice provided in accordance with agreed policy quality criteria.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
All policy advice provided in accordance with the quality assurance system for policy advice.	100%	100%	100%	Achieved — all policy advice provided in accordance with the quality assurance system.
Ministerial satisfaction with the coverage and the timeliness of the policy advice rated at eight or greater on a scale of one to nine, where one is very poor and nine is outstanding, the assessment mechanism being a half yearly survey <sup>10</sup> .	8	8	8	Achieved — coverage and timeliness met the standard required.

### Performance targets for Ministerial Correspondence and Questions are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Replies as required to all Ministerial correspondence, with an estimated range of 700 to 1,000.	700 — 1,000	851	551	All replies to Ministerial Correspondence drafted as required.
Responses as required to all Official Information Act requests and Ombudsman enquiries, with an estimated range of five to 15.	5 — 15	23	5	All responses to Official Information Act requests and Ombudsman enquiries drafted as required.
Answers as required to all Parliamentary Questions, with an estimated range of 40 to 60.	40 — 60	71	70	All answers to Parliamentary Questions drafted as required.
At least 95% of first versions of replies to Ministerial correspondence, Official Information Act requests, Ombudsman requests and Parliamentary Questions accepted by the Minister.	95%	99.8% Min 100% PQs & OIA	98.4% Min 100% PQs	Achieved — 99.8% of first versions accepted.
95% of draft responses to Ministerial correspondence returned to the Minister's office for signature within 15 working days of receipt from the Minister's office, or such other deadlines as may be specifically agreed.	95%	97.4%	94.2%	Achieved — 97.4% draft responses returned to Ministers office within required timeframes.

<sup>10</sup> The survey covered the period from January – June 2001.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of draft responses to Official Information Act requests and Ombudsman enquiries returned to the Minister's office for signature, two days prior to the statutory deadline for reply.	100%	87.0%	100%	Standard not achieved — three draft responses from a total of 23 were not completed by the statutory deadline. For 2001/02 a new system has been implemented to ensure all agreed departmental performance measures for Ministerial Correspondence and Parliamentary Questions will be met.
All draft replies to Parliamentary Questions completed within the timeframes specified by the Minister.	100%	97.2%	100%	Standard not achieved — two draft replies from a total of 71 were not completed within the specified timeframes. See above.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	3,047	2,492	3,047	1,632
Revenue Third Parties	0	0	0	0
<i>Total Revenue</i>	3,047	2,492	3,047	1,632
<b>Expenses</b>				
Local Government Policy Advice	2,657	2,199	2,753	1,480
Ministerial Correspondence and Questions	269	292	293	151
<i>Total Expenses</i>	2,926	2,491	3,046	1,631
Net Surplus/Deficit	121	1	1	1
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	3,307	2,803	3,427	1,835



## D2 – Information, Support and Regulatory Services (Local Government)

### Description

This output class involves the provision of the following information, support and regulatory services:

- ¥ administration of statutes
- ¥ advice and support to the Local Government Commission
- ¥ information and advice about local government to the public, local authorities and other organisations
- ¥ local government services to offshore islands where the Minister is the territorial authority
- ¥ administration of the rates rebates scheme and disaster recovery grants
- ¥ processing applications for Ministerial approvals under the Local Government Act and other legislation
- ¥ carrying out the Harbourmaster function for Lake Taupo and providing boating facilities for that lake.

### Performance targets for Information, Advisory and Regulatory Services are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
95% of requests for information from the public responded to within 15 working days.	95%	98%	97%	Achieved — 98% of requests for information from the public responded to.
100% of responses to requests for information provided in accordance with quality criteria contained in the Local Government Services business plan.	100%	100%	100%	Achieved — all responses to requests for information provided in accordance with quality criteria.
At least four publications about local government are produced.	4	4	4	Achieved — four publications produced.
100% of local government services provided to offshore islands meet statutory requirements.	100%	100%	100%	Achieved — all services provided to offshore islands.

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 D2 – Information, Support and Regulatory Services (Local Government)

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
98% of rates rebates reimbursed to local authorities within 20 working days.	98%	99%	99%	Achieved — 99% of rates rebates reimbursed to local authorities.
100% of disaster recovery grants disbursed in accordance with requirements of Cabinet.	100%	N/A	100%	The Department was not required to disburse any grants in 2000/01.
Ministerial approvals processed in accordance with the quality criteria contained in the Local Government Services 2000/01 Business Plan.	N/A	Achieved	Achieved	Achieved — Ministerial approvals processed in accordance with the quality criteria.

**Performance targets for Information, Advisory and Support Services to the Local Government Commission are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
95% of activities provided to standards and deadlines specified in the Local Government Services 2000/01 Business Plan.	95%	100%	100%	Achieved — 100% of activities provided to specified standards and deadlines.

**Performance targets for Regulatory and Boating Services for Lake Taupo Operations are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Maintenance of boat ramps, jetties, moorings, berths, navigational lights and navigational markers carried out in accordance with the maintenance schedule contained in the Local Government Services 2000/01 Business Plan.	N/A	Achieved	Achieved	Achieved — boat ramps, jetties, moorings, berths, navigational lights and navigational markers maintained.
100% of regulatory services (as listed in the Local Government Services 2000/01 Business Plan) provided in accordance with the Local Government Act and the Lake Taupo Regulations.	100%	100%	86%	Achieved — this fulfilled the outstanding conditions in the Lake Taupo Regulations 1976.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	1,323	1,324	1,323	1,287
Revenue Third Parties	288	280	286	283
<i>Total Revenue</i>	1,611	1,604	1,609	1,570
<b>Expenses</b>				
Information, Advisory and Regulatory Services	0	0	0	216
Information, Advisory and Support Services to the Local Government Commission	841	1,016	892	660
Regulatory and Boating Services for Lake Taupo Operations	709	588	718	641
<i>Total Expenses</i>	1,550	1,604	1,610	1,517
Net Surplus/Deficit	61	0	(1)	53
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	1,751	1,805	1,811	1,713

# Vote Ministerial Services

## D1 – Support Services to Ministers

### Description

This output class involves a range of support services for Ministers, including administration, accounting, personnel, information technology, facilities management, media and advisory services.

### Performance targets for Ministerial Support Services are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of the Executive provided with administration, accounting, personnel, media, information technology, facilities management and advisory services.	100%	100%	100%	Achieved — all members of the executive were provided with support services.
98% of services provided in accordance with Ministers or government demands and in accordance with correct authorisation.	98%	98%	100%	Achieved — 98% of services were provided as requested.
98% of requests for specific services actioned within specified timeframe.	98%	98%	100%	Achieved — 98% of requests for specific services were actioned within the correct timeframe.
The overall average rating in the at least annual satisfaction survey, for services provided, is seven or greater on a scale of one to nine, where one is very poor and nine is outstanding .	7	7.7	7	Achieved — the overall average met the standard required.

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D1 – Support Services to Ministers

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	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	19,006	19,237	19,006	21,799
Revenue Third Parties	33	25	25	39
<i>Total Revenue</i>	<u>19,039</u>	<u>19,262</u>	<u>19,031</u>	<u>21,838</u>
<b>Expenses</b>				
Ministerial Support Services	17,157	19,262	19,031	20,337
<i>Total Expenses</i>	<u>17,157</u>	<u>19,262</u>	<u>19,031</u>	<u>20,337</u>
Net Surplus/Deficit	1,882	0	0	1,501
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	<u>19,537</u>	<u>21,670</u>	<u>21,410</u>	<u>23,067</u>

## D2 – Crown and Ministerial Property Management

### Description

This output class involves provision of services relating to the management of residential accommodation provided for Ministers of the Crown. This includes owned and leased property.

### Performance targets for Management of Residential Property are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
All Ministers of the Crown requiring accommodation are housed.	100%	100%	100%	Achieved — all Ministers requiring accommodation were housed.
100% of requests actioned for specific property management services initiated within eight working hours from receipt of request.	100%	100%	100%	Achieved — all requests for specific property management services actioned within eight working hours.
The overall average rating in the at least annual satisfaction survey for services provided, is seven or greater on a scale of one to nine, where one is very poor and nine is outstanding .	7	7	6.6	Achieved — the overall average met the standard required.

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 Vote Ministerial Services  
 D2 – Crown and Ministerial Property Management

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	2,669	2,497	2,669	2,205
Revenue Third Parties	10	25	25	24
<i>Total Revenue</i>	2,679	2,522	2,694	2,229
<b>Expenses</b>				
Management of Residential Property	2,209	2,522	2,693	1,924
<i>Total Expenses</i>	2,209	2,522	2,693	1,924
Net Surplus/Deficit	470	0	1	305
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	2,544	2,837	3,030	2,203

## D3 – Visits and Ceremonial Services

### Description

This output class involves the provision of services relating to:

- programmes for visiting Guests of Government
- reception services at international airports for the Governor-General, Ministers, and Guests of Government
- State and Ministerial functions
- commemorative events and national anniversaries
- congratulatory messages
- various constitutional services and the custody of emblems of national identity.

Also provided are services relating to the organisation of the annual Waitangi Day commemorations.

### Performance targets for VIP Co-ordination are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of programmes for all Guest of Government visits and Ministerial and state functions arranged and carried out (unless cancelled or postponed).	100%	100%	100%	Achieved – all visits and state functions arranged and carried out.
100% of facilitations (primarily Ministers and Guests of Government) at international airports carried out to agreed standards.	100%	100%	100%	Achieved – all facilitations at international airports carried out to agreed standards.
100% of visit programmes appropriately signed off as negotiated, and planned to meet relevant objectives.	100%	100%	100%	Achieved – all visit programmes signed off as negotiated.
100% of visit programmes carried out in accordance with agreed criteria in the VCO manual.	100%	100%	100%	Achieved – all visit programmes carried out in accordance with agreed criteria.
100% of requests for flag hire transacted.	100%	100%	100%	Achieved – all requests for flag hire transacted.
100% of congratulatory messages and flag hire services provided accurately and to timeframe agreed with customer, with no more than one complaint per 250 requests.	100%	100%	100%	Achieved – all congratulatory messages and flag hire services provided accurately and to agreed timeframes.

**Performance targets for Commemorative and Official Events Co-ordination are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Waitangi Day commemorations co-ordinated in accordance with Cabinet requirements.	To cabinet requirements	N/A	Achieved	The Visits and Ceremonials Office assisted Government House to organise the Official Reception. The VCO was not required at Waitangi.
Commemorative and national anniversary events co-ordinated and managed according to specified events protocol.	To events protocol	All events to protocol	Achieved	Achieved – 11 commemorative and national anniversary events co-ordinated.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	1,876	1,869	1,876	3,072
Revenue Third Parties	3	5	0	3
<i>Total Revenue</i>	1,879	1,874	1,876	3,075
<b>Expenses</b>				
VIP Co-ordination	1,629	1,686	1,693	2,223
Commemorative and Official Events Co-ordination	155	194	194	195
Constitutional and Protocol Services	0	0	0	143
<i>Total Expenses</i>	1,784	1,880	1,887	2,561
Net Surplus/Deficit	95	(6)	(11)	514
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	2,019	2,114	2,122	2,945

## D4 – VIP Transport Services

### Description

This class of output involves:

- chauffeur-driven vehicle services, principally for Ministers, the Leader of the Opposition, former Governors-General, former Prime Ministers and their widows, the judiciary, and distinguished visitors
- the provision of self-drive vehicles, principally for Ministers.

### Performance targets for VIP Transport Services are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of requests for transport services are met.	100%	99.97%	99.99%	Standard not achieved - 10 requests for service from a total of 28, 992 requests not met.
No more than one complaint is received for every 1,500 vehicle hires.	1/1,500	0.57/1,500	<1/1,500	Achieved - 11 complaints from 28,992 hires.
The overall average rating in the at least annual satisfaction survey for services provided, is 7.5 or greater on a scale of one to nine, where one is "very poor" and nine is "outstanding".	7.5	8.3	8.5	Achieved – the overall average met the standard required.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	44	0	44	0
Revenue Third Parties	4,799	5,256	5,256	4,980
<i>Total Revenue</i>	4,843	5,256	5,300	4,980
<b>Expenses</b>				
VIP Transport Services	4,838	5,256	5,300	5,028
<i>Total Expenses</i>	4,838	5,256	5,300	5,028
Net Surplus/Deficit	5	0	0	(48)
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	5,443	5,913	5,963	5,651



# Vote Racing

## D1 – Policy Advice (Racing)

### Description

This output class involves the provision of policy advice and Ministerial services.

Policy advice involves the provision of advice and information on matters relating to race betting and sports betting and on the racing industry generally. Policy advice also involves preparation of briefings and speech notes and the provision of support for the Minister for Racing as required in Cabinet Committees, Select Committees and in the House.

Ministerial services involve the provision of draft replies to correspondence, including Official Information Act requests and Ombudsman enquiries, and to Parliamentary Questions, addressed to the Minister for Racing or referred from other Ministers.

### Performance targets for Racing Policy Advice are:

Measure	Comment
The Policy Work Programme completed as agreed between the Minister for Racing and the Chief Executive, or as amended by agreement during the year, with emphasis on the policy areas described above.	The Work Programme was completed as agreed with the Minister. The key piece of work, the review of racing industry structures, has been completed to the point of introduction and first reading of a proposed Racing Bill.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Policy advice provided in accordance with agreed policy quality criteria.	100%	100%	100%	Achieved – all policy advice reached the required quality standard.
All policy advice provided in accordance with the quality assurance system for policy advice.	100%	100%	100%	Achieved – all policy advice reached the required quality standard.
Ministerial satisfaction with the coverage and the timeliness of the policy advice rated at eight or greater on a scale of one to nine, where one is “very poor” and nine is “outstanding”, the assessment mechanism being a half-yearly survey.	8	8	Not measured	Achieved – the Minister was satisfied with the coverage and timeliness of the policy advice.

**Performance targets for Ministerial Correspondence and Questions are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Replies as required to all Ministerial correspondence, with an estimated range of 90 to 110.	90 - 110	34	34	All replies to Ministerial Correspondence were drafted as required.
Responses as required to all Official Information Act requests and Ombudsman enquiries, with an estimated range of 0 to 10.	0 – 10	6	0	All responses to Official Information Act requests and Ombudsman enquiries drafted as required.
Answers as required to all Parliamentary Questions, with an estimated range of 25 to 35.	25 - 35	7	20	All answers to Parliamentary Questions drafted as required.
At least 95% of first versions of replies to Ministerial correspondence, Official Information Act requests, Ombudsman enquiries and Parliamentary Questions accepted by the Minister.	95%	100%	100%	Achieved – 100% of first versions accepted by the Minister.
95% of draft responses to Ministerial correspondence returned to the Minister's office for signature, within 15 working days of receipt from the Minister's office, or such other deadlines as may be specifically agreed.	95%	100%	100%	Achieved – 100% of replies were returned to the Minister within 15 days.
100% of draft responses to Official Information Act requests and Ombudsman enquiries returned to the Minister's office for signature, two days prior to the statutory deadline for reply.	100%	100%	100%	Achieved – all replies returned to the Minister's office prior to the deadline.
All draft replies to Parliamentary Questions completed within the timeframes specified by the Minister.	100%	100%	100%	Achieved – all items drafted as requested.
At least 95% of first versions of replies to Ministerial correspondence, Official Information Act requests, Ombudsman requests and Parliamentary Questions accepted by the Minister.	95%	100%	100%	Achieved – all first versions were accepted by the Minister.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	320	317	320	123
Revenue Third Parties	0	0	0	0
<b>Total Revenue</b>	<b>320</b>	<b>317</b>	<b>320</b>	<b>123</b>
<b>Expenses</b>				
Racing Policy Advice	274	285	289	88
Ministerial Correspondence and Questions	29	31	29	35
<b>Total Expenses</b>	<b>303</b>	<b>316</b>	<b>318</b>	<b>123</b>
Net Surplus/Deficit	17	1	2	0
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	<b>343</b>	<b>356</b>	<b>360</b>	<b>138</b>

# Vote Millennium

## D1 – Administrative and Advisory Services

### Description

This output class involves the provision of administrative and advisory services, which include:

- services provided to the Towards 2000 Taskforce
- advisory, monitoring and information services relating to the distribution of government funding and delivery of the Official Millennium Celebrations Programme
- advisory services to the Minister Responsible for the Millennium including drafting of replies to: correspondence, Official Information Act requests and Ombudsman enquiries and Parliamentary Questions.

### Performance targets for Administrative and Advisory Support Services are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
The closure of the NZ Millennium Office and transfer of all information to the Department of Internal Affairs for archival purposes by 31 January 2001.	31 January 2001	31 January 2001	N/A	Achieved – office closed on 31 January 2001. Files transferred for storage before 31 January 2001.
The final report on the Official Millennium Celebrations Programme completed and signed off by the Minister Responsible for the Millennium by 31 January 2001.	Final Report 31 January 2001	Report submitted 1 May 2001	N/A	Standard not achieved – the final report was delayed by several months however the Minister signed it off on 3 May 2001.
100% monitoring and tracking of the Official Millennium Celebrations Programme completed by 31 January 2000.	100%	100%	N/A	Standard achieved – monitoring and tracking of the programme completed by 31 January 2000.

**Ministerial Correspondence:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of draft responses submitted to the Minister within specified time frame, and priority replies within timeframe required. (An estimated 50 responses anticipated).	100%	Nil replies	N/A	No ministerial correspondence on the Millennium was received.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	133	133	133	609
Revenue Third Parties	0	0	0	0
<i>Total Revenue</i>	133	133	133	609
<b>Expenses</b>				
Administrative and Advisory Support Services	120	133	133	608
<i>Total Expenses</i>	120	133	133	608
Net Surplus/Deficit	13	0	0	1
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	137	150	150	684

# Vote National Archives

## D1 – National Archival Services

The National Archives left the Department of Internal Affairs to become Archives NZ on 1 October 2000. The financial and non-financial results are reported for the three months 1 July 2000 – 30 September 2000 only.

### Description

This output class involves:

- The collection, assessment, storage and treatment (remedial and preventative) of official records including written documents, film footage and other items
- Description and making available of these items to government departments, other organizations and individuals
- Provision of advice on archives, records and information management issues
- Development of operational policy and setting of standards.

### Performance targets for Reference and Outreach Services are:

Quality, Quantity & Timeliness	Standard July-Sept 2000	Actual July-Sept 2000
Capacity to make available an estimated 7,200 hours of Reading Room Services to the public across four locations in Auckland, Wellington, Christchurch and Dunedin.	1,800	1,956.5
Capacity of an estimated 30,000 to 37,000 hours for the delivery of reference services.	7,500 – 9,250	9,952
85% of on site reference service items delivered within 30 minutes of published delivery times.	85%	95.5%
80% of respondents to a client satisfaction survey rate services at seven or greater on a scale of one to nine, where one is "very poor" and nine is "outstanding".	80%	N/A <sup>11</sup>
140 – 180 public events completed, including book launches, gallery exhibitions, touring exhibitions, public tours and talks <sup>12</sup> .	35 – 45	37

<sup>11</sup> The results for this measure are based on annual survey, which will be conducted in March

<sup>12</sup> Gallery exhibitions are defined as exhibitions that open during the reporting period.

**Performance targets for Selection and Description are:**

Quality, Quantity & Timeliness	Standard July-Sept 2000	Actual July-Sept 2000
Capacity of an estimated 4,000 to 5,000 hours for delivery of appraisal services delivered to government departments and agencies on request.	1,000 – 1,250	976.5
Capacity of an estimated 10,000 to 12,500 hours for delivery of transfer and documentation services.	2,500 – 3,125	4,244 <sup>13</sup>
85% of draft appraisal reports delivered within contracted timeframes.	85%	92%
Archives transfers processed within 12 months with 100% of linear metres that are transferred processed to standards as set out in the Department's Vote National Archives Agreement for 2000/01.	100%	100%

**Performance targets for Physical Preservation and Storage are:**

Quality, Quantity & Timeliness	Standard July-Sept 2000	Actual July-Sept 2000
Capacity of an estimated 150 – 200 hours for conducting condition surveys or archives.	37.5 – 50	51
90% of targets in the Preservation Management Plan completed.	90%	17.5% <sup>14</sup>
Storage environments monitored 95% of the time to standards specified in the Preservation Management Plan.	95%	100%
95% of requests for treatment in accordance with agreed standards based on the Code of Ethics of the New Zealand Professional Conservators' Group.	95%	100%
Repository location guides updated within agreed timeframe with 100% of transfers entered into the guides within three working days.	100%	100%

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Vote National Archives  
D1 – National Archival Services

<sup>13</sup> This result is well ahead of the requirement for this stage in the year, largely due to extra documentation work made necessary by the development of the ELMS (Electronic List Management System) database.

<sup>14</sup> This measure is managed over the full year, and as such will build gradually throughout the year. The result to 30 September 2000 is marginally behind schedule for the period, but most projects are planned for completion in the third and fourth quarters, and there is no reason at this stage to suspect that the target will not be achieved.

**Performance targets for Record Keeping Advice, Policies and Standards are:**

<b>Quality, Quantity &amp; Timeliness</b>	<b>Standard July-Sept 2000</b>	<b>Actual July-Sept 2000</b>
6 – 10 projects, including policies, standards and substantive advice, completed to agreed standards.	6 – 10	N/A <sup>15</sup>
95% of appraisal reports processed within 10 working days. All projects completed to standards agreed with Chief Archivist.	95%	95%

	<b>Actual 2000/01 \$000</b>	<b>Main Estimates 2000/01 \$000</b>	<b>Supp. Estimates 2000/01 \$000</b>	<b>Actual 1999/00 \$000</b>
<b>Revenue</b>				
Revenue Crown	2,539	10,609	2,539	1,314
Revenue Third Parties	174	753	174	204
<i>Total Revenue</i>	<i>2,713</i>	<i>11,362</i>	<i>2,713</i>	<i>1,518</i>
<b>Expenses</b>				
Reference and Outreach Services	1,025	4,196	1,025	516
Selection and Description	687	3,044	687	362
Physical Preservation and Storage	894	3,500	894	417
Archive Education	0	0	0	166
Record Keeping Advice, Policies and Standards	107	624	107	57
<i>Total Expenses</i>	<i>2,713</i>	<i>11,364</i>	<i>2,713</i>	<i>1,518</i>
Net Surplus/Deficit	0	(2)	0	0
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	<b>3,052</b>	<b>12,784</b>	<b>3,052</b>	<b>1,708</b>

<sup>15</sup> This performance measure has been reported in full in the Archives New Zealand Annual Report





# Part Four

# Financial Information

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Part Four:  
Financial Information

# Statement of Accounting Policies

For the year ended 30 June 2001

## Reporting Entity

The Department of Internal Affairs is a Government Department as defined by Section 2 of the Public Finance Act 1989.

These are the financial statements of the Department of Internal Affairs prepared pursuant to Section 35 of the Public Finance Act 1989.

## Measurement Base

The measurement base adopted is that of historical cost, modified by the re-valuation of land, buildings, antiques and works of art.

## Inventories

Inventories or stock holdings are stated at the lower of cost or net realisable value. Costs are determined on a first-in first-out basis.

## Accounts Receivable

Accounts receivable are shown at expected net realisable value after making allowance for doubtful debts.

## Property, Plant and Equipment

Land and buildings are recorded at net current value with buildings subsequently depreciated over their useful life. Valuations are undertaken every three years in accordance with New Zealand Institute of Valuers standards. Antiques and works of art are recorded at net current value and not depreciated. All other fixed assets costing more than \$3,000 are capitalised at cost and subsequently depreciated over their useful lives. Capital work in progress is recognised as costs are incurred. Depreciation is not recorded until the asset is fully acceptance tested and operational.

## Depreciation

Depreciation is provided on all property, plant and equipment except land, antiques and works of art and capital work in progress. Depreciation is provided on a straight line basis at rates which will write off the cost (or valuation) of the assets to their estimated residual value over their useful lives.

The estimated useful life of the buildings has been estimated to be 33-50 years, plant and equipment 5-20 years, furniture and fittings 5-10 years, office equipment 5-10 years, motor vehicles 2-6 years and IT equipment and software 3-5 years.

The cost of leasehold improvements is capitalised and amortised over the unexpired period of the lease, or the estimated remaining useful life of the improvements, whichever is the shorter.

### **Leases**

The Department leases office equipment, motor vehicles and accommodation. All leases are operating leases where the lessor effectively retains substantial risks and benefits of ownership of the leased items. Lease costs are expensed in the period in which they are incurred.

### **Employee Entitlements**

Employee entitlements are recognised for annual leave at the time of entitlement based on current rates of pay. Retirement and long service leave are recognised on an actuarial basis according to entitlement based on service to date after making allowance for the average attrition rate.

### **Cost Allocation**

The methods used in the allocation of costs are consistent between projected (budgeted) and actual figures. Costs of outputs are derived using the following cost allocation system:

Direct Costs are those costs directly attributed to an output and are treated as follows:

- ¥ personnel costs are allocated on the basis of estimated time engaged in the delivery of a particular output
- ¥ operating costs are allocated on the basis of usage
- ¥ depreciation and capital charge are allocated on the basis of estimated asset utilisation
- ¥ accommodation costs are allocated on the basis of floor space occupied.

Indirect Costs are those costs incurred by overhead units that are not directly attributable to an output.

- ¥ Indirect costs are allocated to outputs on an activity costing basis reflecting a mix of perceived benefit, personnel numbers, floor space and estimated allocation of time.

For the year ended 30 June 2001, direct costs accounted for 78% of the Department's costs compared to 81% for the previous financial year. Direct costs include personnel, operating, capital charge, accommodation and depreciation.

### **Taxation**

The Department is exempt from the payment of income tax in terms of the Income Tax Act 1994. Accordingly, no charge for income tax has been provided. The Department is subject to fringe benefit tax (FBT), and goods and services tax (GST). It administers pay as you earn tax (PAYE).

### **Commitments**

Operating and capital commitments arising from non-cancellable contractual or statutory obligations are disclosed within the Statement of Commitments to the extent that both parties have not performed their obligations.

### **Contingent Liabilities**

Contingent liabilities are disclosed at the time at which the contingency becomes evident. These are disclosed in the Statement of Contingent Liabilities.

### **Goods and Services Tax (GST)**

The Departmental financial statements are prepared GST exclusive except for the Statement of Specific Forecast Performance Objectives (which is GST inclusive where noted) and the Statement of Appropriations (which is GST inclusive). GST is included based on revenue earned in accordance with Treasury instructions. The amount of GST owing to or from Inland Revenue at balance date is included in accounts receivable or payable as appropriate.

### **Financial Instruments**

The Department is party to financial instrument arrangements as part of its daily operations. These include cash, short term deposits, accounts receivable, accounts payable and provisions, accrued expenses and foreign currency. Investments are only made with the New Zealand Debt Management Office in accordance with Treasury instructions. Financial instruments are recognised in the Statement of Financial Position, except for foreign exchange contracts.

All revenue and expenses in relation to financial instruments are recognised in the Statement of Financial Performance.

## Foreign Currency Transactions

Foreign exchange contracts are entered into for the primary purpose of reducing material exposure to fluctuations in foreign currency exchange rates. The rates specified in foreign exchange contracts are used to convert the transaction into New Zealand currency at the date of settlement. No exchange gains or losses resulting from the difference between the foreign exchange contract rate and the spot exchange rate on dates of settlement are recognised. Unhedged transactions in foreign currencies are converted into New Zealand currency using the exchange rate on the date of the transaction.

Monetary assets denominated in a foreign currency are translated to New Zealand dollars at the closing mid-point exchange rate.

Unrealised foreign exchange gains and losses on overseas cash balances are recognised at balance date in the Statement of Financial Performance.

## Changes in Accounting Policies

There have been no changes in accounting policies since the last audited financial statements. The accounting policies have been applied on a basis consistent with the previous year.

# Statement of Financial Performance

For the year ended 30 June 2001

STATEMENT OF FINANCIAL PERFORMANCE

	Note	Actual	Main	Supp.	Actual
	14a	2000/01	Estimates	Estimates	1999/00
		\$000	2000/01	2000/01	\$000
			\$000	\$000	
<b>Revenue</b>					
Revenue Crown		53,826	63,649	53,826	63,364
Revenue Third Parties	1	62,644	63,525	64,752	63,550
Interest		1,300	850	850	1,066
<b>Total Operating Revenue</b>		<b>117,770</b>	<b>128,024</b>	<b>119,428</b>	<b>127,980</b>
<b>Expenses</b>					
Personnel		53,829	53,262	53,516	57,983
Operating	2	45,805	59,168	52,913	49,674
Depreciation		3,365	4,518	3,268	4,245
Capital Charge	3	2,392	4,271	2,392	4,232
<b>Total Operating Expenses</b>		<b>105,391</b>	<b>121,219</b>	<b>112,089</b>	<b>116,134</b>
<b>Net Surplus</b>		<b>12,379</b>	<b>6,805</b>	<b>7,339</b>	<b>11,846</b>

The accompanying policies on pages 120 to 123 and notes on pages 134 to 145 form an integral part of these financial statements.

# Statement of Financial Position

As at 30 June 2001

	Note	Actual	Main	Supp.	Actual
	14b	2000/01	Estimates	Estimates	1999/00
		\$000	2000/01	2000/01	\$000
<b>Assets</b>					
<i>Current Assets</i>					
Cash and Short					
Term Deposits	4	30,811	25,340	19,748	30,867
Accounts Receivable	5	2,317	2,823	2,086	2,998
Inventories	6	2,151	1,864	2,157	2,890
Prepayments		44	0	78	49
<b>Total Current Assets</b>		<b>35,323</b>	<b>30,027</b>	<b>24,069</b>	<b>36,804</b>
<i>Non Current Assets</i>					
Term Accounts Receivable		0	175	0	0
Property, Plant and Equipment	7	15,761	48,069	18,660	44,489
<b>Total Non Current Assets</b>		<b>15,761</b>	<b>48,244</b>	<b>18,660</b>	<b>44,489</b>
<b>Total Assets</b>		<b>51,084</b>	<b>78,271</b>	<b>42,729</b>	<b>81,293</b>
<b>Liabilities and Taxpayers' Funds</b>					
<i>Current Liabilities</i>					
Accounts Payable and Provisions	8	6,119	10,812	5,278	5,892
Revenue Received in Advance		3,896	3,716	3,419	5,090
Accrued Expenses	9	9,042	4,053	7,125	9,752
Provision for Payment of Surplus to the Crown	10(a)	12,379	6,805	7,339	11,722
<b>Total Current Liabilities</b>		<b>31,436</b>	<b>25,386</b>	<b>23,161</b>	<b>32,456</b>
<b>Term Liabilities</b>					
Term Accrued Expenses	11	571	632	534	613
<b>Total Term Liabilities</b>		<b>571</b>	<b>632</b>	<b>534</b>	<b>613</b>
<b>Total Liabilities</b>		<b>32,007</b>	<b>26,018</b>	<b>23,695</b>	<b>33,069</b>
<i>Taxpayers' Funds</i>					
General Funds		18,951	51,977	18,908	47,948
Revaluation Reserve		126	276	126	276
<b>Total Taxpayers' Funds</b>		<b>19,077</b>	<b>52,253</b>	<b>19,034</b>	<b>48,224</b>
<b>Total Liabilities and Taxpayers' Funds</b>		<b>51,084</b>	<b>78,271</b>	<b>42,729</b>	<b>81,293</b>

The accompanying policies on pages 120 to 123 and notes on pages 134 to 145 form an integral part of these financial statements.

# Statement of Cashflows

For the year ended 30 June 2001

	Note	Actual	Main	Supp.	Actual
	14c	2000/01	Estimates	Estimates	1999/00
		\$000	2000/01	2000/01	\$000
			\$000	\$000	\$000
<b>Cash Flows from Operating Activities</b>					
<i>Cash was Provided from:</i>					
Supply of Outputs to the Crown		53,826	63,649	53,826	63,315
Supply of Outputs to Third Parties		63,370	62,789	65,487	63,657
Interest		1,406	990	1,025	896
Payment of GST		164	0	0	17
		118,766	127,428	120,338	127,885
<i>Cash was Disbursed to:</i>					
Costs of Producing Outputs		(100,312)	(111,861)	(111,815)	(107,408)
Capital Charge		(2,392)	(4,271)	(2,392)	(4,232)
		(102,704)	(116,132)	(114,207)	(111,640)
<b>Net Cash Flows from Operating Activities</b>		16,062	11,296	6,131	16,245
<b>Cash Flows from Investing Activities</b>					
<i>Cash was Provided from:</i>					
Sale of Property, Plant & Equipment		586	2,622	974	2,044
<i>Cash was Disbursed to:</i>					
Purchase of Property, Plant and Equipment		(6,265)	(10,623)	(9,301)	(5,827)
<b>Net Cash Flows from Investing Activities</b>		(5,679)	(8,001)	(8,327)	(3,783)
<b>Cash Flows from Financing Activities</b>					
<i>Cash was Provided from:</i>					
Capital Contribution		2,799	2,799	2,799	2,220
<i>Cash was Disbursed to:</i>					
Payment of Net Surplus to the Crown		(11,722)	(11,832)	(11,722)	(10,094)
Transfer of Cash to Government Departments		(1,516)	0	0	0
<b>Net Cash Flows from Financing Activities</b>		(10,439)	(9,033)	(8,923)	(7,874)
Net Increase/(Decrease) in Cash Held		(56)	(5,738)	(11,119)	4,588
Add Opening Cash & Short-term Deposits		30,867	31,078	30,867	26,335
Add Effect of Exchange Rate Change on Foreign Currency Balance		0	0	0	(56)
<b>Closing Cash &amp; Short Term Deposits</b>		30,811	25,340	19,748	30,867

The accompanying policies on pages 120 to 123 and notes on pages 134 to 145 form an integral part of these financial statements.



# Reconciliation of Reported Surplus with Cash Generated from Operating Activities

For the year ended 30 June 2001

	Actual 2000/01	Main Estimates 2000/01	Supp. Estimates 2000/01	Actual 1999/00
<b>Surplus From Statement of Financial Performance</b>	12,379	6,805	7,339	11,846
<b>Add/(Deduct) Non Cash Items</b>				
Depreciation	3,365	4,518	3,268	4,245
Net Loss on Foreign Currency Balance	0	0	0	56
Capital Contribution for Gain on Sale of Property	0	0	0	(124)
Increase/(Decrease) in Term Accrued Expenses	(42)	0	(79)	(15)
	3,323	4,518	3,189	4,162
<b>Add/(Deduct) Movements in Working Capital Items</b>				
(Increase)/Decrease in Accounts Receivable	681	(131)	912	(62)
(Increase)/Decrease in Inventories	739	340	733	(543)
(Increase)/Decrease in Prepayments	5	0	(29)	31
Increase/(Decrease) in Accounts Payable and Provisions	227	(236)	(614)	(780)
Increase/(Decrease) in Revenue Received in Advance	(1,194)	0	(1,671)	634
Increase/(Decrease) in Accrued Expenses	(710)	0	(2,627)	862
<b>Movement in Working Capital</b>	(252)	(27)	(3,296)	142
<b>Add/(Deduct) Items Classified as Investing Activities</b>				
Loss/(Gain) on Sale of Property, Plant and Equipment	365	0	25	277
(Increase)/Decrease in Accounts Payable for Property, Plant and Equipment	247	0	(1,126)	(182)
<b>Expenses</b>	612	0	(1,101)	95
<b>Net Cash Flows From Operating Activities</b>	16,062	11,296	6,131	16,245

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RECONCILIATION OF REPORTED SURPLUS WITH CASH GENERATED FROM OPERATING ACTIVITIES

The accompanying policies on pages 120 to 123 and notes on pages 134 to 145 form an integral part of these financial statements.

# Statement of Movements in Taxpayers Funds

For the year ended 30 June 2001

STATEMENT OF MOVEMENTS IN TAXPAYERS FUNDS

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	Note	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Taxpayers' Funds at the start of the Year</b>		48,224	49,454	48,224	46,004
Net Surplus for the Year		12,379	6,805	7,339	11,846
<b>Total Recognised Revenues and Expenses for the Year</b>		12,379	6,805	7,339	11,846
Asset/Liability Transfers between Departments		(30,280)	0	(31,839)	0
Transfer of Revaluation Reserve to Archives New Zealand		(150)	0	(150)	0
<b>Provision for Payment of Surplus to the Crown</b>					
Net Surplus for the Year		(12,379)	(6,805)	(7,339)	(11,846)
Transfer of cash to Government Departments	10b	(1,516)	0	0	0
Capital Contribution retained from Surplus		0	0	0	124
Other Capital Contributions	10c	2,799	2,799	2,799	2,096
<b>Taxpayers' Funds at the end of the Year</b>		19,077	52,253	19,034	48,224

The accompanying policies on pages 120 to 123 and notes on pages 134 to 145 form an integral part of these financial statements.

# Statement of Commitments

As at 30 June 2001

	Actual 2000/01 \$000	Actual 1999/00 \$000
<b>Capital Commitments</b>		
<i>Land and Buildings</i>		
Less than one year	14	0
One to two years	0	0
<i>Plant and Equipment</i>		
Less than one year	3,492	1,480
One to two years	0	0
<b>Total Capital Commitments</b>	<b>3,506</b>	<b>1,480</b>
<b>Operating Commitments</b>		
<i>Non-Cancellable Accommodation Leases</i>		
Less than one year	3,842	4,599
One to two years	2,939	3,808
Two to five years	6,594	7,992
Over five years	3,351	5,953
<b>Total Accommodation Commitments</b>	<b>16,726</b>	<b>22,352</b>
<i>Other Non-Cancellable Leases</i>		
Less than one year	286	308
One to two years	215	192
Two to five years	96	107
<b>Total Other Lease Commitments</b>	<b>597</b>	<b>607</b>
<i>Non-Cancellable Contracts for Goods and Services</i>		
Less than one year	4,755	1,379
One to two years	4,482	666
Two to five years	10,195	660
<b>Total Goods and Services Commitments</b>	<b>19,432</b>	<b>2,705</b>
<b>Total Commitments</b>	<b>40,261</b>	<b>27,144</b>

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STATEMENT OF COMMITMENTS

The accompanying policies on pages 120 to 123 and notes on pages 134 to 145 form an integral part of these financial statements.

# Statement of Contingent Liabilities

As at 30 June 2001

STATEMENT OF CONTINGENT LIABILITIES  
STATEMENT OF UNAPPROPRIATED EXPENDITURE

	Actual 2000/01 \$000	Actual 1999/00 \$000
<b>Legal Proceedings and Disputes</b>		
Personnel Issues	68	90
Gaming Issues	0	100
Breach of Constitutional Law Issues	0	400
<b>Total Contingent Liabilities</b>	<b>68</b>	<b>590</b>

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## Statement of Unappropriated Expenditure

For the year ended 30 June 2001

The Statement of Unappropriated Expenditure details the amount of expenditure incurred above appropriation.

There was no unappropriated expenditure for the year ended 30 June 2001 or for the previous financial year.

The accompanying policies on pages 120 to 123 and notes on pages 134 to 145 form an integral part of these financial statements.

# Statement of Departmental Appropriations and Expenditure

For the year ended 30 June 2001

(Figures are GST inclusive)	Note	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Vote Internal Affairs</b>	13a, 14d				
<i>Classes of Outputs to be Supplied by the Department</i>					
D1 Policy Advice (Internal Affairs)		2,859	2,681	2,904	2,301
D2 Administration and Advisory Support Services		12,330	11,919	14,276	8,914
D3 Administration of Grants		2,442	2,548	2,571	2,442
D4 Community Advisory and Information Services to the Public		6,491	7,884	7,113	6,105
D5 Issuing of Licences and Administration of Regulations		8,456	8,759	8,545	7,811
D6 Issuing of Official Documents		42,789	42,199	43,551	41,258
D7 Ethnic Affairs Policy Advice and Information Services		514	450	518	0
D8 Translation Services (Mode B Net)		648	563	616	620
National Archival Services		0	0	0	1,708
Official, Legal and Historical Publications		0	0	0	1,658
Property Management		0	0	0	112
<b>Vote Emergency Management</b>	13b				
<i>Classes of Outputs to be Supplied by the Department</i>					
D1 Policy Advice (Emergency Management)		939	1,011	952	1,390
D2 Support Services, Information and Education		2,867	2,798	2,887	2,945
D3 Management of National Emergency Readiness, Response and Recovery		1,641	1,676	1,655	877
<b>Vote Local Government</b>	13c				
<i>Classes of Outputs to be Supplied by the Department</i>					
D1 Policy Advice (Local Government)		3,307	2,803	3,427	1,835
D2 Information, Support and Regulatory Services		1,751	1,805	1,811	1,713

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STATEMENT OF DEPARTMENTAL APPROPRIATIONS AND EXPENDITURE

... continued on the next page.

## Statement of Departmental Appropriations and Expenditure ... continued

(Figures are GST inclusive)		Note	Actual	Main	Supp.	Actual
			2000/01	Estimates	Estimates	1999/00
			\$000	2000/01	2000/01	\$000
				\$000	\$000	\$000
<b>Vote Ministerial Services</b>	13d, 14d					
<i>Classes of Outputs to be Supplied by the Department</i>						
D1 Support Services to Ministers			19,537	21,670	21,410	23,067
D2 Crown and Ministerial Property Management			2,544	2,837	3,030	2,203
D3 Visits and Ceremonial Services			2,019	2,114	2,122	2,945
D4 VIP Transport Services			5,443	5,913	5,963	5,651
<b>Vote Racing</b>						
<i>Classes of Outputs to be Supplied by the Department</i>						
D1 Policy Advice (Racing)			343	356	360	138
<b>Vote Millennium</b>	14d, 17					
<i>Classes of Outputs to be Supplied by the Department</i>						
D1 Administrative and Advisory Services			137	150	150	684
D2 Year 2000 Commemorations Marketing Programme			0	0	0	906
<b>Vote National Archives</b>	13g, 17					
<i>Classes of Outputs to be Supplied by the Department</i>						
D1 National Archival Services			3,052	12,784	3,052	0
<b>Vote Sport, Fitness and Leisure</b>	13e					
<i>Classes of Outputs to be Supplied by the Department</i>						
D1 Policy Advice (Sport, Fitness and Leisure)			0	580	0	280

... continued on the next page.

## Statement of Departmental Appropriations and Expenditure ... continued

(Figures are GST inclusive)	Note	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 2000/01 \$000
<b>Vote Tourism</b>	13f				
<i>Classes of Outputs to be Supplied by the Department</i>					
D1 Policy Advice (Tourism)		0	2,343	0	1,720
D2 Wairakei Tourist Park: Development and Management		0	1,275	0	1,120
<b>Vote Culture and Heritage (Internal Affairs)</b>					
<i>Classes of Outputs to be Supplied by the Department</i>					
D1 National Archival Services		0	0	0	9,511
D2 Historical Publications and Administrative Services		0	0	0	1,820
D3 Heritage Property Management		0	0	0	601
<b>Total Appropriations</b>	15	120,109	137,118	126,913	132,335

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STATEMENT OF DEPARTMENTAL APPROPRIATIONS AND EXPENDITURE

The accompanying policies on pages 120 to 123 and notes on pages 134 to 145 form an integral part of these financial statements.

# Notes to the Financial Statements

For the year ended 30 June 2001

## Note 1

### Revenue Third Parties

	Actual 2000/01 \$000	Actual 1999/00 \$000
Passport Fees	26,829	25,898
Citizenship Fees	6,773	7,457
Birth, Death and Marriage Fees	7,220	7,779
Gaming Licences	1,391	1,299
Gaming Machine Fees	2,355	2,525
Casino Operator Levies	2,243	2,325
VIP Transport	4,798	4,980
Recovery from New Zealand Lottery Grants Board	7,001	7,083
New Zealand Gazette	1,081	1,231
Other	2,953	2,973
<b>Total Revenue Third Parties</b>	<b>62,644</b>	<b>63,550</b>

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## Note 2

### Operating Expenses

	Actual 2000/01 \$000	Actual 1999/00 \$000
Rental and Leasing Costs	6,008	6,519
Fee for Audit of Financial Statements	151	157
Fees to Auditors for Other Services Provided	0	23
Bad Debts	3	2
Increase/(Decrease) in Provision for Doubtful Debts	4	84
Net Foreign Exchange Losses	0	(56)
Loss/(Gain) on Sale of Property, Plant and Equipment	365	247
Asset Write-offs	0	30
Other Departmental Operating Costs	39,274	42,668
<b>Total Operating</b>	<b>45,805</b>	<b>49,674</b>



## Note 3

### Capital Charge

The Crown imposes a capital charge on the Department's taxpayers' funds as at 30 June and 31 December each year. The capital charge rate in the 2000/01 year was 9.2%. (1999/00 9.2%)

## Note 4

### Cash And Short Term Deposits

	Actual 2000/01 \$000	Actual 1999/00 \$000
New Zealand Bank Account	2,216	2,063
Overseas Bank Accounts		
Sydney	59	43
Washington	2	7
Los Angeles	11	9
London	23	45
Short Term Deposits	28,500	28,700
<b>Total Cash and Short Term Deposits</b>	<b>30,811</b>	<b>30,867</b>

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Overseas bank accounts are shown in New Zealand dollars converted at the closing mid-point exchange rate.

The Department had the following short term deposits:

2000/01				1999/00			
Principal \$000	Term	Interest	Maturity	Principal \$000	Term	Interest	Maturity
3,000	14 days	5.13%	13/07/01	3,800	94 days	6.00%	03/07/00
11,500	92 days	5.50%	31/07/01	3,000	91 days	6.25%	19/07/00
7,000	92 days	5.50%	31/08/01	4,500	91 days	6.25%	28/07/00
7,000	94 days	5.50%	01/10/01	5,500	92 days	6.25%	01/08/00
				8,400	92 days	6.75%	31/08/00
				3,500	94 days	6.50%	02/10/00
<b>28,500</b>				<b>28,700</b>			

## Note 5

### Accounts Receivable

	Actual 2000/01 \$000	Actual 1999/00 \$000
Trade Receivables	2,188	2,773
less Provision for Doubtful Debts	(10)	(103)
Net Trade Receivables	2,178	2,670
GST Receivable	0	34
Debtor Crown	0	49
Accrued Interest	139	245
<b>Total Accounts Receivable</b>	<b>2,317</b>	<b>2,998</b>

## Note 6

### Inventories

	Actual 2000/01 \$000	Actual 1999/00 \$000
Passports - Stock on Hand	297	561
- Work in Progress	108	172
Visits and Ceremonials - Liquor	118	148
Birth, Death and Marriage Certificates	5	47
Citizenship - Stock on Hand	34	80
- Work in Progress	1,589	1,880
Other	0	2
<b>Total Inventories</b>	<b>2,151</b>	<b>2,890</b>

## Note 7

### Property, Plant And Equipment

	2000/01			1999/00		
	Cost or Valuation \$000	Accum. Deprec. \$000	Carrying Amount \$000	Cost or Valuation \$000	Accum. Deprec. \$000	Carrying Amount \$000
Land	3,245	0	3,245	12,675	0	12,675
Buildings	2,135	160	1,975	16,685	533	16,152
Lease Improvements	2,152	1,861	291	3,501	2,925	576
Antiques and Works of Art	368	0	368	573	0	573
Furniture and Fittings	1,067	865	202	1,987	1,670	317
Office Equipment	995	926	69	1,796	1,523	273
Motor Vehicles	4,795	1,927	2,868	4,817	1,962	2,855
Plant and Equipment	1,240	898	342	5,600	3,485	2,115
IT Equipment	21,430	17,570	3,860	21,670	17,588	4,082
Capital Work in Progress	2,541	0	2,541	4,871	0	4,871
<b>Total</b>	<b>39,968</b>	<b>24,207</b>	<b>15,761</b>	<b>74,175</b>	<b>29,686</b>	<b>44,489</b>

### Revaluation Basis

Valuations were made on the basis of net current value where an identified market existed. This is the price at which an asset might reasonably be expected to be sold less the costs of disposal that could reasonably be anticipated. No revaluations occurred during this financial year.

#### Land and Buildings

Valuation of land and buildings was conducted by Knight Frank (NZ) Ltd (ANZIV, MREINZ), registered independent valuer on 1 January 1999. Valuation of land and buildings is undertaken every three years.

#### Antiques and Works of Art

Valuation of antiques and works of art was undertaken by Dunbar Sloane, an independent expert, on 30 November 1998. Valuation of antiques and works of art is undertaken every three years.

## Note 8

### Accounts Payable And Provisions

	Actual 2000/01 \$000	Actual 1999/00 \$000
Accounts payable	3,327	3,273
Corporate Services Re-organisation	115	761
Re-organisation Identity Services: London and Sydney Offices	0	208
Re-organisation Identity Services	796	0
Re-organisation Ministry of Emergency Management	110	0
Re-organisation Ministerial Services	82	0
Accrued Salaries	1,251	1,359
Accounts Payable for Property, Plant and Equipment	185	291
GST Payable	253	0
<b>Total Accounts Payable and Provisions</b>	<b>6,119</b>	<b>5,892</b>

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## Note 9

### Accrued Expenses

	Actual 2000/01 \$000	Actual 1999/00 \$000
Annual Leave	2,886	3,090
Long Service and Retirement Leave	567	645
Accrued Expenses for Property, Plant and Equipment	124	265
Audit Fees	58	75
Provision for Performance Pay	1,468	1,565
Other	3,939	4,112
<b>Total Accrued Expenses</b>	<b>9,042</b>	<b>9,752</b>

## Note 10

### Movements In Taxpayers' Funds

Taxpayers funds represent the Crown's net investment in the Department.

#### a) Provision for Payment of Surplus to the Crown

The Department is required to return to the Crown the higher of its annual net surplus (excluding Other Expenses) or interest earned. In 2001/02 \$12.379 million will be paid to the Crown. The payment made in 2000/01 to the Crown of \$11.722 million represents the surplus in 1999/00 of \$11.846 million reduced by an amount retained as a capital contribution of \$0.124 million.

#### b) Transfer of cash to Government Departments

The Department transferred \$1.516 million to other Government Departments, including Archives New Zealand of \$1.504 million.

#### c) Capital Contribution

The Department received capital contributions of \$1.431 million for the refurbishment of National Archives accommodation and \$1.368 million for the conversion of historical birth, death and marriage records.

## Note 11

### Term Accrued Expenses

This represents long service and retirement leave calculated on an actuarial basis, which is not considered payable in the next twelve months. The assessment was undertaken for each employee.

## Note 12

### Financial Instruments

The Department is party to financial instrument arrangements as part of its daily operations. These include cash and short term deposits, accounts receivable, accounts payable and provisions, accrued expenses, term accrued expenses and foreign currency forward contracts.

#### a) Currency and Interest Rate Risk

Interest rate risk is the risk that the Department's return on the funds it has invested will fluctuate due to changes in market interest rates. All investments are placed with

the New Zealand Debt Management Office on short term deposits in order to maximise liquidity. All interest earned on short term deposits is returned to the Crown as part of the surplus. The Department has no significant exposure to interest risk on its financial instruments. There is no material difference between nominal interest rates and effective interest rates on short term deposits.

Under Section 46 of the Public Finance Act, the Department cannot raise a loan without approval of the Minister of Finance. No such loans have been arranged. Accordingly there is no interest rate exposure on funds borrowed.

Currency risk is the risk that assets and liabilities due in foreign currency will fluctuate because of changes in foreign exchange rates. Foreign exchange forward contracts are used to manage foreign exchange exposures.

The Department maintains bank accounts denominated in foreign currencies. Balances are regularly cleared to minimise exposure risk.

### b) Credit Risk

Credit risk is the risk that a third party will default on its obligations to the Department, causing the Department to incur a loss.

Financial instruments which potentially subject the Department to credit risk consist of cash and short term deposits and trade receivables.

Short term deposits are placed with the New Zealand Debt Management Office. Such deposits are guaranteed by the New Zealand Government. This limits the exposure to concentrations of credit risk. The Department banks with Treasury approved financial institutions, and these entities have high credit ratings.

Credit evaluations are undertaken on customers requiring credit. Collateral or other security is not generally required to support financial instruments with credit risk. Other than cash and short term deposits, the Department does not have any significant credit risks.

Maximum exposures to credit risk.

	Actual 2000/01 \$000	Actual 1999/00 \$000
Annual Leave	2,886	3,090
Bank	2,311	2,167
Short Term Deposits	28,500	28,700
Accounts Receivable	2,317	2,998
	33,128	33,865

### c) Fair Value

The fair value of all financial instruments other than foreign exchange contract is equivalent to the carrying amount disclosed in the Statement of Financial Position.

The fair value of foreign exchange forward contracts at 30 June is calculated as the contract value converted at the closing spot rate.

	2000/01		1999/00	
	Contract Value \$000	Fair Value at 30 June \$000	Contract Value \$000	Fair Value at 30 June \$000
Foreign Exchange Contracts	1,717	1,744	3,670	3,786

## Note 13

### Explanation Of Significant Budget Changes

Refer to The Supplementary Estimates of Appropriations for the year ended 30 June 2001 for an explanation of significant budget changes between the 2000/01 Main Estimates and 2000/01 Supplementary Estimates as set out below:

#### a) Vote Internal Affairs

Supplementary Estimates of Appropriations, B7 Vol 1 — Pages 282 to 285.

#### b) Vote Emergency Management

Supplementary Estimates of Appropriations, B7 Vol 1 — Page 161.

#### c) Vote Local Government

Supplementary Estimates of Appropriations, B7 Vol 1 — Page 317.

#### d) Vote Ministerial Services

Supplementary Estimates of Appropriations, B7 Vol 1 — Page 333.

#### e) Vote Sport, Fitness and Leisure

This Vote was transferred to the Ministry of Economic Development with effect from 1 July 2000.

#### f) Vote Tourism

This Vote was transferred to the Ministry of Economic Development with effect from 1 July 2000.

## **g) Vote National Archives**

This Vote was transferred to Archives New Zealand with effect from 1 October 2000.

# **Note 14**

## **Explanation Of Significant Actual Variances**

The following notes explain the significant variances between Supplementary Estimates and Actuals.

Variances are the bracketed figures. Explanations are provided for variances of greater than 5%.

### **a) Statement of Financial Performance (page 124)**

#### ***Interest (\$450,000)***

Interest was above forecast due to higher interest rates and to greater cash being available for investment as a result of higher than budgeted net surplus and delays in capital expenditure.

#### ***Operating (\$7,108,000)***

The variance results from under-expenditure in Vote Internal Affairs and Vote Ministerial Services.

The primary output classes underspent in Vote Internal Affairs include Administration and Advisory Support Services of \$1.886 million (due to the lower Royal Commission on Genetic Modification costs of \$1.478 million), Community, Advisory and Information Services to the Public of \$0.587 million (due to under-expenditure for New Zealand Gazette of \$0.419 million) and Issuing of Official Documents of \$0.592 million (mainly as a result of under-recovery of third party revenue of \$1.359 million).

The primary output classes underspent in Vote Ministerial Services include Support Services to Ministers of \$1.874 million (due to under-expenditure in Ministerial office budgets), Crown and Ministerial Property Management of \$0.484 million (as a result expenditure on refurbishment projects being lower than budgeted) and VIP Transport Services of \$0.462 million (due to demand for VIP transport being lower than anticipated).

### **b) Statement of Financial Position (page 125)**

#### ***Cash and Short Term Deposits (\$11,063,000)***

The closing balance of cash and short term deposits was higher than budgeted principally due to a higher than anticipated accounts payable and provisions and accrued expenses (a total of \$2.758 million), a higher than budgeted net surplus (\$6.573 million), and delays in capital expenditure (\$2.899 million).



**Accounts Receivable (\$231,000)**

The variance relates to higher accounts receivable for various business areas within the Department, in particular, Community Development Group (\$0.119 million) and higher than forecast interest receivable (\$0.069 million).

**Prepayments (\$34,000)**

The variance is due to payment for ACC being lower than forecast and the drop in ACC rates.

**Property, Plant and Equipment (\$2,899,000)**

This is due to delays in the purchase of equipment for various capital projects, including the Birth Death and Marriage Historical Records Conversion (\$1.368 million).

**Accounts Payable and Provisions (\$841,000)**

The variance primarily relates to higher than expected accounts payable for the Gaming and Censorship Regulation (\$0.420 million) and Policy (\$0.299 million) business areas.

**Revenue Received in Advance (\$477,000)**

Revenue received in advance was higher than estimated for citizenship services.

**Accrued Expenses (\$1,917,000)**

The variance relates to higher than expected accruals relating to various business areas, particularly, Identity Services (\$0.726 million), Community Development Group (\$0.537 million) and Executive Government Support (\$0.220 million).

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**c) Statement of Cash Flows (page 126)****Sale of Property, Plant and Equipment (\$388,000)**

This is due to the lower than forecast returns on the sale of assets, mainly cars used for VIP Transport Services.

**Purchases of Property, Plant and Equipment (\$3,036,000)**

This is due to delays in timetabling for several large capital projects, including Birth Death and Marriage Historical Records Conversion (\$1.368 million).

**d) Statement of Departmental Appropriations and Expenditure (page 131)**

(All figures are GST inclusive)

The following notes explain the significant variances between Supplementary Estimates and Actuals. Variances are the bracketed figures. Explanations are provided for variances of greater than 5%.

## Vote Internal Affairs

### ***D2 Administration and Advisory Support Services (\$1,946,000)***

This is principally due to lower than forecast expenditure on the Royal Commission on Genetic Modification. Cabinet agreed to the transfer of unspent appropriation from the 2000/01 financial year to the 2001/02 financial year.

### ***D4 Community Advisory and Information Services to the Public (\$622,000)***

Lower than forecast expenditure for the New Zealand Gazette of \$0.419 million due to under achievement of revenue of \$177,000 as a result of lower than forecast levels of activity and savings resulting from bringing operations in-house.

### ***D8 Translation Services (\$32,000)***

Higher than expected external demand for services, increased both revenue and expenditure.

## Vote Millennium

### ***D1 Administrative and Advisory Support Services (\$13,000)***

Expenditure lower than forecast as a result of the closure of the Millennium Office on 28 January 2001.

## Vote Ministerial Services

### ***D1 Support Services to Ministers (\$1,873,000)***

This was due to under expenditure in Ministerial office budgets.

### ***D2 Crown and Ministerial Property Management (\$486,000)***

The portfolio of owned properties has reduced and there was only one major project carried out in 2000/2001.

### ***D4 VIP Transport Services (\$520,000)***

Lower than forecast demand for services.

## Note 15

### **Reconciliation Between Total Operating Expenses And Total Appropriations**

The financial information shown for each Output Class on the Statement of Service Performance and in the Statement of Departmental Appropriations and Expenditure includes revenue earned from other business units within the Department. The intra-entity charging reported at output class level has been eliminated from the other departmental financial statements.

	Actual 2000/01 \$000	Actual 1999/00 \$000
Total Operating Expenses in Statement of Financial Performance	105,391	116,134
Intra-entity Expenditure	141	297
GST on Revenue Crown	6,728	7,921
GST on Revenue Third Parties	7,832	7,946
GST on Intra-entity Revenue	17	37
Total Appropriations in Statement of Departmental Appropriations and Expenditure	120,109	132,335

## Note 16

### Related Parties

The Department of Internal Affairs is a government department and wholly owned and controlled by the Crown. The Department undertakes a number of trading activities with the Crown, other departments, Crown entities, and state owned enterprises who are related parties as they are similarly related to the Crown.

All material transactions are on an arms-length basis, with the interests of each party being completely independent.

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## Note 17

### Discontinued Activities

The actual financial results for the current financial year 1 July 2000 to 30 June 2001 are disclosed for discontinued activities in the table below:

	Total Revenue \$000	Total Expenditure \$000	Surplus/ (Deficit) \$000
<b>Vote Millennium</b>			
<i>Effective date 28 January 2001</i>			
Administrative and Advisory Support Services	133	120	13
<b>Vote National Archives</b>			
<i>Effective date 30 September 2000</i>			
National Archival Services	2,713	2,713	0

# Summary of Departmental Financial Results

For the year ended 30 June 2001

	Unit	Actual 2000/01	Actual 1999/00	Actual 1998/99	Actual 1997/98	Actual 1996/97
<b>Operating Results</b>						
Revenue: Third Parties	\$000	62,644	63,550	61,811	56,650	54,864
Revenue: Interest	\$000	1,300	1,066	859	698	840
Output Expenses	\$000	105,391	116,134	116,768	111,082	115,259
Operating Surplus before Capital Charge	\$000	14,771	16,078	16,344	12,848	7,672
Net Surplus/(Deficit)	\$000	12,379	11,846	12,356	8,630	3,374
<b>Working Capital</b>						
Liquid Ratio		1.28:1	1.31:1	1.21:1	1.09:1	0.91:1
Current Ratio		1.12:1	1.13:1	1.05:1	0.97:1	0.93:1
Average Debtors Outstanding	days	13	14	14	16	18
Average Creditors Outstanding	days	34	37	36	38	34
<b>Resource Utilisation</b>						
<i>Physical Assets:</i>						
Physical Assets as % of Total Assets	%	30.85	54.73	58.70	63.15	71.18
Additions as % of Physical Assets	%	39.75	13.10	10.06	12.16	13.74
<i>Taxpayers' Funds:</i>						
Level at year-end	\$000	19,077	48,224	46,004	43,554	45,203
Taxpayers Funds as % of Total Assets	%	37.34	59.32	59.95	62.04	69.17
<b>Net Cash Flows</b>						
Surplus/(Deficit) from Operating Activities	\$000	16,062	16,245	17,898	16,295	14,969
Surplus/(Deficit) from Investing Activities	\$000	(5,679)	(3,783)	(3,470)	(4,530)	(5,637)
Net Increase/(Decrease) in Cash Held	\$000	(56)	4,588	5,657	6,939	3,009

## Summary of Discontinued and New Output Classes

For the year ended 30 June 2001

Discontinued Output Class	Effective From	Reason for Change
Vote: Millennium Administrative and Advisory Support Services	28 January 2001	Activities associated with this output class have been completed with the closure of the Millennium Office on 28 January 2001
Vote: National Archives National Archival Services	30 September 2000	New Department (Archives New Zealand) established
New Output Class	Effective From	Reason for Change
Vote: Internal Affairs Ethnic Affairs Policy Advice and Information Services	1 July 2000	Cabinet decision in order to increase the focus on ethnic affairs outputs.
Vote: National Archives National Archival Services	1 July 2000	Cabinet decision to facilitate the establishment of a new stand alone department to administer National Archives effective from 1 October 2000.

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SUMMARY OF DISCONTINUED AND NEW OUTPUT CLASSES

Refer to the Statement of Departmental Appropriations and Expenditure (page 131) for disclosure of the financial figures related to the above output classes.

# Statement of Non-Departmental Appropriations and Expenditure

(Figures are GST inclusive)		Note	Actual	Main	Supp.	Actual
			2000/01	Estimates	Estimates	1999/00
			\$000	\$000	\$000	\$000
<b>Vote Internal Affairs</b>	18a, 19a					
<i>Non-Departmental Output Classes</i>						
Classification of Films, Videos and Publications			2,205	2,205	2,205	2,305
Community-Based Youth Development Fund			463	473	473	464
<i>Benefits and Other Unrequited Expenses</i>						
<i>Other Expenses to be Incurred by the Crown</i>						
Payment to Commissioners - INCIS Inquiry			0	0	0	20
Community Organisation Grants Scheme			10,591	10,585	10,595	10,295
Community Project Workers Scheme			1,226	1,227	1,227	1,193
Community Work Training Fund			60	60	60	60
Commonwealth War Graves			0	0	0	1,959
Development and Maintenance of Service Cemeteries, War Graves, Historic Graves and Monuments			0	0	0	93
Maori Community Development Workers			200	0	225	0
Miscellaneous Grants (Internal Affairs)			124	48	158	48
Royal Commission on Genetic Modification			651	1,049	919	34
Royal Life Saving Commonwealth Council			1	1	1	1
Treaty of Waitangi Commemorations			185	324	204	272
Youth Workers Training Scheme			199	200	200	200
<b>Vote Emergency Management</b>	18b, 19b					
<i>Other Expenses to be Incurred by the Crown</i>						
Emergency Expenses			32	48	48	94
Subsidies to Local Government			1,000	1,000	1,000	1,000

... continued on the next page.

## Statement of Non-Departmental Appropriations and Expenditure ... continued

(Figures are GST inclusive)		Note	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Vote Local Government</b>		18c				
<i>Benefits and Other Unrequited Expenses</i>						
Rates Rebate Scheme			798	700	800	677
<i>Other Expenses to be Incurred by the Crown</i>						
Disaster Recovery Assistance						
- Far North District Council			0	0	0	251
Disaster Recovery Assistance						
- Otago-Southland Floods			0	0	0	149
Disaster Recovery Assistance						
- Ruapehu District Council			0	0	0	99
Tuwharetoa Maori Trust Board			151	139	151	150
<i>Purchase or Development of Capital Assets by the Crown</i>						
Capital Investments - Lake Taupo			34	34	34	34
<b>Vote Ministerial Services</b>		18d, 19c				
<i>Other Expenses to be Incurred by the Crown</i>						
Ministers Internal and External Travel			8,997	9,008	9,008	9,007
Travel for Former Governors General and Prime Ministers			276	277	277	251
Executive Council and Ministers Salaries and Allowances			4,164	4,232	4,262	4,225
Governors General Pension Arrangements			18	22	22	18
<i>Benefits and Other Unrequited Expenses</i>						
Annuities to Former Governors General, Prime Ministers and Spouses			244	257	277	250
<b>Vote Sport, Fitness and Leisure</b>		18e				
<i>Non-Departmental Output Classes</i>						
Sports Education Scholarships			0	1,000	0	0
Sport, Fitness and Leisure Programmes			0	0	0	19,812
Drugs Testing of Sports Persons			0	992	0	922
<i>Other Expenses to be Incurred by the Crown</i>						
Miscellaneous Grants (Sport, Fitness and Leisure)			0	50	0	120

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STATEMENT OF NON-DEPARTMENTAL  
APPROPRIATIONS AND EXPENDITURE

... continued on the next page.

## Statement of Non-Departmental Appropriations and Expenditure ... continued

(Figures are GST inclusive)	Note	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Vote Tourism</b>	18f				
<i>Non-Departmental Output Classes</i>					
Marketing of New Zealand as a Visitor					
Destination		0	55,027	0	64,439
<i>Other Expenses to be Incurred by the Crown</i>					
Tourism Facilities Development Grants		0	300	0	1,730
<b>Vote Millennium</b>					
<i>Other Expenses to be Incurred by the Crown</i>					
Year 2000 Commemoration Millennium Events					
Programme		0	0	0	3,532
Millennium Infrastructure		0	0	0	396
Year 2000 Commemoration Millennium					
Reserve Fund		0	0	0	613
<b>Vote Culture and Heritage (Internal Affairs)</b>					
<i>Other Expenses to be Incurred by the Crown</i>					
Commonwealth War Graves		0	0	0	41
Development and Maintenance of War					
Graves, Historic Graves and Monuments		0	0	0	178
<i>Purchase or Development of Capital Assets of Crown</i>					
ANZAC Commemorative Park, Gallipoli		0	0	0	313
New Zealand Memorial in Canberra		0	0	0	23
<b>Total Appropriations</b>		<b>31,619</b>	<b>89,258</b>	<b>32,146</b>	<b>125,268</b>

The accompanying policies on pages 120 to 123 and notes on pages 151 to 152 form an integral part of these financial statements.



# Notes to the Crown Financial Statements

For the year ended 30 June 2001

## Note 18

### Explanation Of Significant Budget Changes

Refer to The Supplementary Estimates of Appropriations for the year ended 30 June 2001 for an explanation of significant budget changes between the 2000/01 Main Estimates and 2000/01 Supplementary Estimates as set out below:

**a) Vote Internal Affairs**

Supplementary Estimates of Appropriations, B7 Vol 1 — Page 285.

**b) Vote Emergency Management**

Supplementary Estimates of Appropriations, B7 Vol 1 — Page 161 and 162.

**c) Vote Local Government**

Supplementary Estimates of Appropriations, B7 Vol 1 — Page 317 and 318.

**d) Vote Ministerial Services**

Supplementary Estimates of Appropriations, B7 Vol 1 — Page 333.

**e) Vote Sport, Fitness and Leisure**

This Vote was transferred to the Ministry of Economic Development with effect from 1 July 2000.

**f) Vote Tourism**

This Vote was transferred to the Ministry of Economic Development with effect from 1 July 2000.

**g) Vote National Archives**

This Vote was transferred to Archives New Zealand with effect from 1 October 2000.

## Note 19

### Explanation Of Significant Actual Variances

The following notes explain the significant variances between the Supplementary Estimates and Actuals. Explanations are provided for variances greater than 5%. Variances are the bracketed figures.

#### a) Vote Internal Affairs

##### Maori Community Development Workers (\$25,000)

The under—expenditure is due to the scheme being established later in the financial year than anticipated.

##### Miscellaneous Grants (Internal Affairs) (\$34,000)

This was mainly due to lower than forecast expenditure for payment of the Waitangi Marae debt.

##### Royal Commission on Genetic Modification (\$268,000)

The under-expenditure for this item was due to the extension of the Commissioners reporting time from 1 June 2001 to 27 July 2001, Cabinet agreed to the transfer of unspent appropriation from the 2000/01 financial year to the 2001/02 financial year.

##### Treaty Commemorations at Waitangi (\$19,000)

Lower than forecast expenditure for Waitangi celebrations.

#### b) Vote Emergency Management

##### Emergency Expenses (\$16,000)

Only one claim was received during this financial year.

#### c) Vote Ministerial Services

##### Governors General Pension Arrangements (\$4,000)

A small increase was projected in planning for costs but this did not eventuate in the 2000/01 financial year.

##### Annuities to Former Governors General, Prime Ministers and Spouses (\$33,000)

The budget covered a full financial year for the retiring Governor s General entitlement but this was only required for three months of the financial year.

# Statement of Trust Money Administered on Behalf of the Crown

For the year ended 30 June 2001

The following trust money was administered on behalf of the Crown under Part VII of the Public Finance Act 1989.

The statement shows the opening and closing trust balances including bank and investments at cost, and the movements during the year.

Under the Public Finance Act 1989 and by delegation from the Secretary to The Treasury, trust money can only be invested on deposit with New Zealand registered banks or in New Zealand government stock. Trust money is also managed so there is no significant concentration of credit risk. Interest rate risk is managed by investing across a wide range of maturity dates, but subject to liquidity requirements.

	Opening Balance 2000/01	Contri- butions	Distri- butions	Revenue	Expenses	Closing Balance 2000/01
New Zealand Historical Atlas <sup>1</sup>	27	0	(27)	0	0	0
New Zealand History Research <sup>1</sup>	1,460	0	(1,460)	0	0	0
Vogel House	0	3	(3)	0	0	0
New Zealand Encyclopaedia <sup>1</sup>	1	0	(1)	0	0	0
Australian Trust for Oral History						
Archives <sup>1</sup>	1,364	0	(1,364)	0	0	0
NZ 1990 Scholarship	370	0	(24)	28	0	374
Dictionary of New Zealand						
Biography <sup>1</sup>	632	0	(632)	0	0	0
Problem Gambling	0	2,452	(2,459)	7	0	0
<b>Total</b>	<b>3,854</b>	<b>2,455</b>	<b>(5,970)</b>	<b>35</b>	<b>0</b>	<b>374</b>

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STATEMENT OF TRUST MONEY

<sup>1</sup> The administration of these trusts was transferred to the Ministry for Culture and Heritage effective from 1 July 2000.





# Part Five

# Other Information

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Part Five:  
Other Information

## Terms and Definitions

Bill	A draft of a proposed law.
Blue Pages	Government and Local Government information section at the front of the White Pages telephone book.
Community Net Aotearoa	A website for and about communities in New Zealand.
Crown entity	A body or statutory officer named or described in the Fourth Schedule to the Public Finance Act 1989.
Digital Divide	The emerging gap between those with access to the tools and benefits of new technology and those without access.
Disadvantaged communities	In a disadvantaged community, most of the following characteristics will be evident. The community will have a high level of unemployment and social problems. It will lack sustainable economic, social or environmental capability to address its own issues. There will be limited numbers of community organisations and there may be a lack of leaders with a mandate and skills to empower others. Community members will be unable to participate in civic, social and community processes and there is unlikely to be either a shared vision or a strong sense of belonging to wider society.
E-government	Project to optimise electronic technology in Government, to provide access to Government information and services and the ability to participate in society via the internet, telephony and other technologies.
Ethnic peoples	Ethnic peoples are those people outside the main New Zealand ethnic groups of Maori, Pacific Island and Anglo-Celtic.

Key priority areas	These are areas of work identified and agreed upon, between the Minister and the Department, where the Department's emphasis and priorities should lie.
Milestones	These are significant and easily identifiable achievements in the process of a piece of work or project. They are commonly used to denote a measurable accomplishment or goal.
Office of the Clerk of the Writs	The Clerk of the Writs is the person appointed under the Electoral Act 1993 authorised to exercise the powers, duties, and functions of the Clerk of the Writs. By tradition this position has been held by the Secretary for Internal Affairs.
Outcomes	The effects of Government outputs or activities on the community.
Output Class	Specific group or class of services provided by the Department.
Parliamentary Counsel	Office responsible for drafting legislation for Parliament.
Partnership for Quality	Relationship between the Department and the Public Service Association.
Vote	A group of one or more appropriations.

# Abbreviations

ACC	Accident Compensation Corporation
ANZAC	Australian and New Zealand Army Corps
ANZIV	Associate of New Zealand Institute of Valuers
CBYDF	Community Based Youth Development Fund
CDG	Community Development Group
COGS	Community Organisation Grants Scheme
CPWS	Community Project Workers Scheme
DIA	The Department of Internal Affairs
EEO	Equal Employment Opportunities
EGS	Executive Government Support
ELMS	Electronic List Management System
FBT	Fringe Benefit Tax
FTE	Full Time Equivalent (staff)
GST	Goods & Services Tax
HR	Human Resources
HRMIS	Human Resources Management Information System
ICDA	International Community Development Association
IT	Information Technology
MCDEM	Ministry of Civil Defence & Emergency Management
MREINZ	Member of the Real Estate Institute of New Zealand
NZLGB	New Zealand Lottery Grants Board
OIA	Official Information Act
PAYE	Pay As You Earn Income Tax



PI	Pacific Island
PQ	Parliamentary Questions
PSA	Public Service Association
SEE	Secure Electronic Environment Pilot
SSC	State Services Commission
STV	Single Transferable Vote
VCO	Visits and Ceremonials Office
VIP	Very Important Person
YDF	Youth Development Fund

# Acts and Regulations Administered by the Department

## Portfolio – Internal Affairs

- Anzac Day Act 1966
- Architects Act 1963
- Architects Regulations 1964
- Births, Deaths and Marriages Registration Act 1995
- Births, Deaths and Marriages Registration (Fees) Regulations 1995
- Births, Deaths and Marriages Registration (Prescribed Information and Forms) Regulations 1995
- Boxing and Wrestling Act 1981
- Building Act 1991
- Building Regulations 1992
- Building Industry Authority Levy Order 1995
- Casino Control Act 1990
- Casino Control (Applications and Hours) Regulations 1991
- Casino Control (Certificates of Approval and Warrants) Regulations 1994
- Citizenship Act 1977
- Citizenship Regulations 1978
- Citizenship (Western Samoa) Act 1982
- Commercial Use of Royal Photographs Rules 1955
- Commercial Use of Royal Photographs Rules 1959
- Commercial Use of Royal Photographs Rules 1962
- Commissions of Inquiry Act 1908
- Commonwealth Games Symbol Protection Act 1974
- Community Trusts Act 1999
- Fire Engineers' Qualification Notice 1983
- Fire Safety and Evacuation of Buildings Regulations 1992
- Fire Service Act 1975
- Fire Service Levy Order 1993
- Flags, Emblems, and Names Protection Act 1981
- Forest and Rural Fires Act 1977
- Forest and Rural Fires Act Commencement Order 1979
- Forest and Rural Fires Regulations 1979
- Gaming and Lotteries Act 1977
- Gaming and Lotteries (Licensed Promoters) Regulations 1978

- Gaming and Lotteries (Licence Fees) Regulations 1992
- Gaming and Lotteries Prizes Notice 1993
- Gaming and Lotteries (Problem Gambling Levy) Regulations 2000
- Housie Regulations 1989
- New Zealand Fire Brigades Long Service and Good Conduct Medal (1976) (Royal Warrant)
- New Zealand Flag Notice 1986
- Official Appointments and Documents Act 1919
- Passports Act 1992
- Passport (Fees) Regulations 1996
- Queen's Fire Service Medal Regulations 1955
- Royal Titles Act 1974
- Royal Warrant (1955) (Queen's Fire Service Medal)
- Rural Fire Districts Regulations 1980
- Rural Fire Fighting Fund Regulations 1992
- Seal of New Zealand Act 1977
- Seal of New Zealand Proclamation 1977
- Sovereign's Birthday Observance Act 1952
- Time Act 1974
- Trustee Banks Restructuring Act Repeal Act 1999
- Winston Churchill Memorial Trust Act 1965

#### **Portfolio – Civil Defence**

- Civil Defence Act 1983

#### **Portfolio – Local Government**

- Bylaws Act 1910
- Bylaws Regulations 1968
- Chatham Islands Council Act 1995
- Counties Insurance Empowering Act 1941
- Counties Insurance Empowering Order 1973
- Dog Control Act 1996
- Dog Control (Prescribed Forms) Regulations 1996
- Fencing of Swimming Pools Act 1987
- Impounding Act 1955
- Impounding Regulations 1981
- Land Drainage Act 1908
- Lake Taupo Regulations 1976

- Libraries and Mechanics Institutes Act 1908
- Litter Act 1979
- Local Authorities (Members' Interests) Act 1968
- Local Authorities (Members' Interests) Order 1971
- Local Authorities (Members' Interests) Order 1997
- Local Authority Reorganisation (Property Transfers) Act 1990
- Local Authorities Empowering Act 1915
- Local Authorities (Employment Protection) Order 1971
- Local Electoral Act Commencement Order 2001
- Local Government Act 1974
- Local Government (Electoral) Regulations 1992
- Local Government (Local Authorities Salaries and Allowances) Determination 2000
- Local Government Official Information and Meetings Act 1987
- Local Government (Petroleum Tax Exemption) Order 1980
- Local Government Reform (Transitional Provisions) Act 1990
- Local Government (Watercare Services Limited) Order 1999
- Local Government (Early Application of Local Government Amendment Act No. 3 to Certain Local Authorities) Order 1996
- Local Legislation Acts 1926-1992
- Municipal Insurance Act 1960
- Municipal Insurance Empowering Order 1973
- Public Bodies Contracts Act 1959
- Public Bodies Leases Act 1969
- Rangitaiki Land Drainage Act 1956
- Rates Rebate Act 1973
- Rates Rebate Order 1982
- Rates Rebate Order 1990
- Rates Rebate (Witnessing of Declarations) Notice 1977
- Rating (Fees) Regulations 1997
- Rating Powers Act 1988
- Rating Regulations 1968
- River Boards Act 1908

### **Portfolio – Racing**

- Racing Act 1971

# Notes

## Notes

# Contact Details

## Head Office

46 Waring Taylor Street  
PO Box 805  
Wellington  
Tel: 04 495 7200  
Fax: 04 495 7222  
[www.dia.govt.nz](http://www.dia.govt.nz)

## Community Development Group

Head Office  
Tel: 04 495 7297  
0800 824 824 (Lottery Grants only)  
Fax: 04 495 7225  
[www.dia.govt.nz](http://www.dia.govt.nz)

## Identity Services

Boulcott House  
47 Boulcott Street  
PO Box 10-526  
Wellington

Tel: 04 474 8000  
Fax: 04 474 8004

*Births, Deaths and Marriages*

Tel: 0800 22 52 52

*Passports*

Tel: 0800 22 50 50

*Citizenship*

Tel: 0800 22 51 51

## Executive Government Support

The Translation Service, NZ Gazette,  
Authentications Unit and Blue Pages  
Level 1, Treasury Building  
No. 1 The Terrace  
Wellington  
PO Box 805  
Tel: 04 470 2920  
Fax: 04 470 2921

## Ministry of Civil Defence and Emergency Management

Ministry of Economic  
Development Building  
33 Bowen Street  
PO Box 5010  
Wellington  
Tel: 04 473 7363  
Fax: 04 473 7369  
[www.mcdem.govt.nz](http://www.mcdem.govt.nz)

## Office of Ethnic Affairs

Head Office  
Tel: 04 495 7200  
Fax: 04 495 7231  
Level 4  
450 Queen Street  
Auckland  
Tel: 09 357 6168  
Fax: 09 377 3467  
[www.ethnicaffairs.govt.nz](http://www.ethnicaffairs.govt.nz)



ANNUAL REPORT 2000-2001

THE DEPARTMENT OF INTERNAL AFFAIRS