

# PART ONE: OVERVIEW





# chief executive's overview

I am pleased to present my second annual report as Chief Executive of the Department of Internal Affairs.

A number of significant pieces of legislation were passed during the year that impact on the work of the Department. The Local Government Act 2002 has set the framework for more effective and accountable local government in New Zealand, and the Department is working closely with the sector to support local authorities in implementing the provisions and intent of the new legislation.

Similarly, the Civil Defence Emergency Management Act 2002 has launched a new era in civil defence in New Zealand. By clarifying the respective roles and responsibilities of central and local government, emergency services and life line utilities, the new Act will assist in the reduction of risk over time as well as encouraging more resilient communities that can manage when disaster strikes. The Department has a pivotal role in the implementation of the new Act.

The Racing Act 2003 simplifies racing industry administration by merging the TAB and Racing Industry Board into a single statutory body - the New Zealand Racing Board. The Department is supporting the implementation of the new Act, which is due to commence on 1 August 2003.

Another important piece of legislation progressed through the select committee stage during the year. The Gambling Bill will simplify the gambling sector by creating a single framework covering the gambling sector's legal and regulatory environment. During the year we prepared for the implementation of the new legislation by focussing our regulatory activities to increase gaming machine operators' compliance with the gambling laws and thereby increasing the returns to the community from non-casino gambling.

We have also made progress on a range of issues that span the varied work of the Department. These include:

- piloting a telephone interpreting service ('Language Line') to help non-English speakers access essential government services
- continuing to be active in detecting and prosecuting offences involving objectionable material, focusing on trade in child pornography over the Internet



**Christopher Blake**

Chief Executive

- working to improve the security and integrity of New Zealanders' personal identity information via enhanced legislation and operational improvements
- supporting Executive Government by arranging staffing and office set-up requirements following the 2002 general election
- continuing to work with communities to build positive relationships and improve communities' access to funding and other forms of support.

As is often the case in a Department with such a broad range of responsibilities, there were also unanticipated events to which we responded during the year. We undertook a review of dog controls, which was given urgency by a spate of serious dog attacks around the country. This resulted in a strategy to improve dog control, including strengthening the provisions in the Dog Control Act 1996 to protect the public from the potential hazards of dangerous dogs.

We have also been closely involved in helping resolve the 'leaky buildings' situation. In December we established the Weathertight Homes Resolution Service that offers advice, assessment and resolution services to new-home owners who find that their homes are not weathertight.

These activities have been supported by enhancements to our organisational capability. In my first report I highlighted the Department's strong emphasis on providing high quality service to its customers and clients. This focus on quality has continued again this year, with 98% of our output performance measures being met or exceeded. During the year we have worked to augment the quality of our services by improving our ability to think strategically about the results of our activities – how what we do affects the communities and people of New Zealand.

At the operational level we have worked to improve the integrity and security of our services while at the same time making them more accessible to the public. We have continued to develop and implement policies and practices that help us recruit, retain and develop talented and committed people with a 'public service' ethic.

This has been a challenging but successful year for the Department. With the enactment of some key pieces of legislation that underpin our work, next year will prove to be even more challenging as we move forward on a number of fronts to achieve our purpose of serving and connecting citizens, communities and government to build a strong safe nation.

# our organisation

The Department of Internal Affairs – Te Tari Taiwhenua, is the oldest government department and traces its history back to the structures put in place immediately after the signing of the Treaty of Waitangi.

The Department is a diverse organisation with over 1,000 staff in 200 different roles including passport officers, private secretaries, chauffeurs, policy analysts, community funding advisors, casino and censorship inspectors, translators and we even have a harbour master.

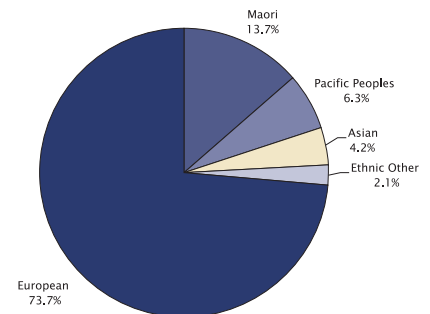
Our people undertake these roles within seven operational groups, from 17 locations throughout New Zealand, plus small offices in Sydney and London. Four corporate groups support the operational groups.

Our people come from a diverse range of backgrounds and cultures. They identify themselves as belonging to 52 different cultural backgrounds.

Reflecting our diversity we have put considerable effort this year into creating a work environment that supports the needs of the different people who work within the Department.

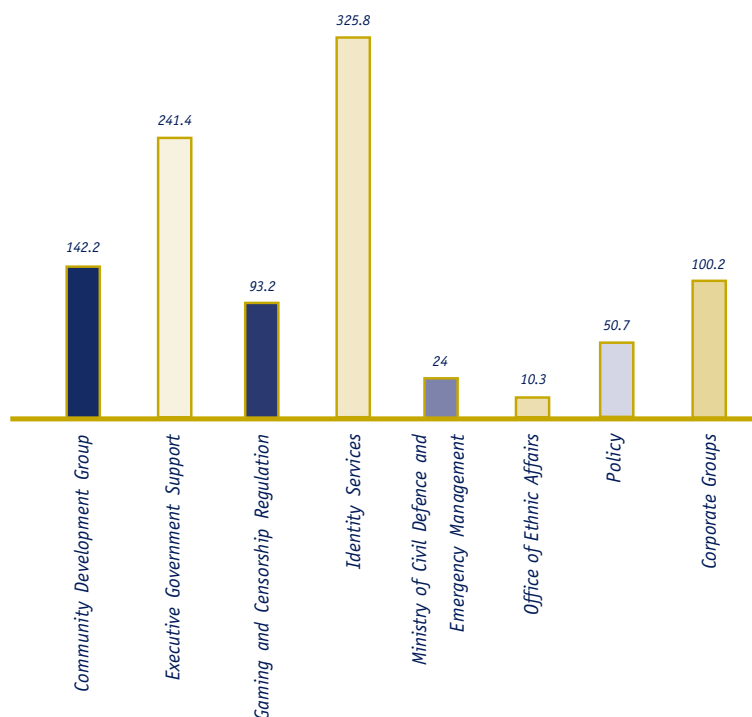
Our aim is to have a work force that is able to provide a high standard of service and policy advice to our equally diverse clients and stakeholders.

In 2002/03 the Department had revenues of \$118 million from Crown and external sources. Over half of this revenue came from third party sources, for example the fees charged to the public for identity services products such as passports.



Based on the 95% of staff at 30 June 2003 that disclosed an ethnicity.

Number of full-time equivalents by business group at 30 June 2003.



# our businesses



## Community Development Group

General Manager

**Paul Curry**

The Community Development Group promotes the building of strong communities by providing advisory services, information, Lottery Grants, Community Organisation Grants Schemes (COGS) and other grants, which develop community capacity to address local issues.



## Gaming and Censorship Regulation

General Manager

**Keith Manch**

The Gaming and Censorship Regulation Group ensures that gaming is fair, honest and lawful and upholds censorship laws. It licenses gaming activities, inspects and monitors casino and non-casino gaming, and regulates the possession and supply of objectionable material and the public display of publications.



## Executive Government Support

General Manager

**Pam Madgwick**

The Executive Government Support Group provides Ministers with a range of services that assist in the smooth operation of New Zealand's executive government, facilitates visits by guests of government, provides a translation service that is available to Ministers and the general public, publishes the New Zealand Gazette and administers commissions of inquiry as and when required.



## Identity Services

General Manager

**Annette  
Offenberger**

The Identity Services Group is the primary source of information on personal and key life events. It registers birth, death and marriage details, provides access to these records, issues passports and manages applications for New Zealand citizenship.



## Policy

General Manager

**Helen Algar**

The Policy Group provides policy advice to Ministers in the areas of local government, gaming, racing, fire, citizenship, identity and censorship. The group also monitors the performance of Crown entities, provides administrative support to Ministers on appointments to various statutory bodies and trusts, services the Local Government Commission, and provides operational services such as the harbourmaster function for Lake Taupo.



**Office of Ethnic Affairs**  
Establishment Director  
**Sonja Rathgen**

The Office of Ethnic Affairs gives ethnic people a point of contact with the New Zealand Government, and advice and information on matters affecting their communities. The Office works to create a climate in which people from ethnic communities can fully participate in, and contribute to, all aspects of New Zealand life.



**Ministry of Civil Defence and  
Emergency Management**  
Director  
**John Norton**

The Ministry of Civil Defence and Emergency Management provides policy advice to the Government on emergency management and civil defence. The Ministry also promotes the building of a resilient New Zealand by implementing a new civil defence emergency management environment for the management of hazards and disasters.



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

Four corporate groups support the operational business groups through the provision of infrastructure and capability services. This includes corporate-wide financial, planning and reporting services, human resources, effectiveness for Māori, communications, information management and technology services, property management, legal, research, risk and audit services. It also includes support for the Chief Executive on governance issues.

**Capability and  
Communications**  
General Manager  
**Janice Calvert**



**Strategic Support**  
Director  
**Gerald Scanlan**

**Information and  
Facilities**  
General Manager  
**Alison Fleming**



# governance

During the 2002/03 year the Department was responsible to five ministers administering six Votes. The Minister of Internal Affairs was the responsible minister for the Department.

The Department monitored the performance of five Crown entities under the Internal Affairs portfolio. The Department also worked with various statutory bodies, trusts and committees, providing them with administrative support and managing the appointments process.

## *Hon George Hawkins*

### **Portfolios:**

Minister of Internal Affairs  
Minister of Civil Defence  
Minister Responsible for The Department of Internal Affairs

*Votes:*  
*Internal Affairs*  
*Emergency*  
*Management*

### **Crown entities:**

Casino Control Authority  
New Zealand Fire Service Commission  
New Zealand Lottery Grants Board  
Office of Film and Literature Classification  
Building Industry Authority<sup>1</sup>

### **Statutory Bodies and Trusts:**

Film and Literature Board of Review  
Film and Video Labelling Body  
Chatham Islands Enterprise Trust  
Architects' Education and Registration Board<sup>1</sup>  
Architects' Investigation Committee<sup>1</sup>

<sup>1</sup> Responsibility transferred to the Ministry for Economic Development as at 1 January 2003.

<b><i>Hon Chris Carter</i></b>		<b><i>Vote:</i></b>
<b>Portfolios:</b>	Minister of Local Government Minister for Ethnic Affairs	<b><i>Local Government</i></b>
<b>Statutory Bodies and Trusts:</b>	Local Government Commission	
<b><i>Hon Tariana Turia</i></b>		<b><i>Vote:</i></b>
<b>Portfolio:</b>	Minister for the Community and Voluntary Sector	<b><i>Community and Voluntary Sector</i></b>
<b>Statutory Bodies and Trusts:</b>	New Zealand Lottery Grants Board distribution committees Norman Kirk Memorial Trust Winston Churchill Memorial Trust	
<b><i>Rt Hon Helen Clark</i></b>		<b><i>Vote:</i></b>
<b>Portfolio:</b>	Minister Responsible for Ministerial Services	<b><i>Ministerial Services</i></b>
<b><i>Hon Damien O'Connor</i></b>		<b><i>Vote:</i></b>
<b>Portfolio:</b>	Minister for Racing	<b><i>Racing</i></b>
<b>Statutory Bodies and Trusts:</b>	Racing Industry Board Totalisator Agency Board	

The Department also managed the appointment processes for the 12 Community Trusts (Minister of Finance), the Peace and Disarmament Education Trust and the Pacific Development and Conservation Trust (both the Minister for Disarmament and Arms Control).

