

part four »

# statement of service performance

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# Statement of Responsibility

As Secretary for Internal Affairs I am responsible, under 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 fairly reflects the financial position and operations of the Department of Internal Affairs for the year ended 30 June 2007.



CHRISTOPHER BLAKE  
CHIEF EXECUTIVE



SHIRLEY SMITH  
CHIEF FINANCIAL OFFICER

Date: 27 September 2007    Date: 27 September 2007

# Audit Report

**AUDIT NEW ZEALAND**  
Mana Arotake Aotearoa

To the readers of the Department of Internal Affairs' Financial Statements and performance information for the year ended 30 June 2007

The Auditor-General is the auditor of the Department of Internal Affairs (the Department). The Auditor-General has appointed me, J R Smail, using the staff and resources of Audit New Zealand, to carry out the audit on his behalf. The audit covers the financial statements, and statement of service performance and schedules of non-departmental activities included in the annual report of the Department for the year ended 30 June 2007.

## Unqualified opinion

In our opinion:

- » The financial statements of the Department on pages 104 to 129:
  - comply with generally accepted accounting practice in New Zealand; and
  - fairly reflect:
    - the Department's financial position as at 30 June 2007; and
    - the results of its operations and cash flows for the year ended on that date.
- » The statement of service performance of the Department on pages 71 to 102:
  - complies with generally accepted accounting practice in New Zealand; and
  - fairly reflects for each class of outputs:
    - its standards of delivery performance achieved, as compared with the forecast standards outlined in the statement of forecast service performance adopted at the start of the financial year; and
    - its actual revenue earned and output expenses incurred, as compared with the forecast revenues and output expenses outlined in the statement of forecast service performance adopted at the start of the financial year.
- » The schedules of non-departmental activities on pages 132 to 144 fairly reflect the assets, liabilities, revenues, expenses, contingencies, commitments and trust monies managed by the Department on behalf of the Crown for the year ended 30 June 2007.

The audit was completed on 27 September 2007, and is the date at which our opinion is expressed.

The basis of our opinion is explained below. In addition, we outline the responsibilities of the Chief Executive and the Auditor, and explain our independence.

## Basis of opinion

We carried out the audit in accordance with the Auditor-General's Auditing Standards, which incorporate the New Zealand Auditing Standards.

We planned and performed the audit to obtain all the information and explanations we considered necessary in order to obtain reasonable assurance that the financial statements and statement of service performance did not have material misstatements, whether caused by fraud or error.

Material misstatements are differences or omissions of amounts and disclosures that would affect a reader's overall understanding of the financial statements and the statement of service performance. If we had found material misstatements that were not corrected, we would have referred to them in our opinion.

The audit involved performing procedures to test the information presented in the financial statements and statement of service performance. We assessed the results of those procedures in forming our opinion.

Audit procedures generally include:

- » determining whether significant financial and management controls are working and can be relied on to produce complete and accurate data;
- » verifying samples of transactions and account balances;
- » performing analyses to identify anomalies in the reported data;
- » reviewing significant estimates and judgements made by the Chief Executive;
- » confirming year-end balances;
- » determining whether accounting policies are appropriate and consistently applied; and
- » determining whether all financial statement and statement of service performance disclosures are adequate.

We did not examine every transaction, nor do we guarantee complete accuracy of the financial statements or statement of service performance.

We evaluated the overall adequacy of the presentation of information in the financial statements and statement of service performance. We obtained all the information and explanations we required to support our opinion above.

## Responsibilities of the Chief Executive and the Auditor

The Chief Executive is responsible for preparing financial statements and a statement of service performance in accordance with generally accepted accounting practice in New Zealand. The financial statements must fairly reflect the financial position of the Department as at 30 June 2007 and the results of its operations and cash flows for the year ended on that date. The statement of service performance must fairly reflect, for each class of outputs, the Department's standards of delivery performance achieved and revenue earned and expenses incurred, as compared with the forecast standards, revenue and expenses adopted at the start of the financial year. In addition, the schedules of non-departmental activities must fairly reflect the assets, liabilities, revenues, expenses, contingencies, commitments and trust monies managed by the Department on behalf of the Crown for the year ended 30 June 2007. The Chief Executive's responsibilities arise from sections 45A, and 45B and 45(1)(f) of the Public Finance Act 1989.

We are responsible for expressing an independent opinion on the financial statements and statement of service performance and reporting that opinion to you. This responsibility arises from section 15 of the Public Audit Act 2001 and section 45D(2) of the Public Finance Act 1989.

## Independence

When carrying out the audit we followed the independence requirements of the Auditor-General, which incorporate the independence requirements of the Institute of Chartered Accountants of New Zealand.

Other than the audit, we have no relationship with or interests in the Department.



**J R Smail**  
Audit New Zealand

On behalf of the Auditor-General  
Wellington, New Zealand

## **Matters relating to the electronic presentation of the audited financial statements and Statement of Service Performance**

This audit report relates to the financial statements and statement of service performance of Department of Internal Affairs for the year ended 30 June 2007 included on the Department of Internal Affairs' website. The Department of Internal Affairs' Chief Executive is responsible for the maintenance and integrity of the Department of Internal Affairs' website. We have not been engaged to report on the integrity of the Department of Internal Affairs' website. We accept no responsibility for any changes that may have occurred to the financial statements and statement of service performance since they were initially presented on the website.

The audit report refers only to the financial statements and statement of performance named above. It does not provide an opinion on any other information which may have been hyperlinked to or from the financial statements and statement of service performance. If readers of this report are concerned with the inherent risks arising from electronic data communication they should refer to the published hard copy of the audited financial statements and statement of service performance as well as the related audit report dated 27 September 2007 to confirm the information included in the audited financial statements and statement of service performance presented on this website.

Legislation in New Zealand governing the preparation and dissemination of financial information may differ from legislation in other jurisdictions.

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# Administration of Grants

## description

This output covers:

- » providing information and assistance to prospective grant applicants
- » processing, assessing and monitoring grant applications
- » providing recommendations to Ministers on appointments to boards, committees and trusts
- » providing administration, training and support services to boards and grant distribution committees.

Grant services cover the following schemes:

- » Lottery grants
- » Community Organisation Grants Scheme
- » Crown trusts and fellowships.

This work contributes to the development of *Strong, sustainable communities/hapū/iwi*.

## performance information<sup>1</sup>

### Lottery Grants

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
Percentage of grant disbursements completed accurately is no less than:	95%	99%	Revised measure	Achieved
Percentage of complete and eligible applications received before the advertised closing date that are presented to the next decision-making meeting is no less than:	95%	100%	Revised measure	Achieved
On receipt of committee approval and correctly completed client documentation, the percentage of payments made to grant recipients within 20 working days is no less than:	95%	98.9%	Revised measure	Achieved
Percentage of respondents to a survey of Lottery grant applicants who rate their satisfaction with the quality of services provided at 3 or above on a scale of 1 to 5 is no less than:	85%	98%	Revised measure	Achieved
Percentage of respondents to a survey of Lottery committee members who rate their satisfaction with the quality of advisory services provided to the committee at 3 or above on a scale of 1 to 5 is no less than:	85%	98%	Revised measure	Achieved
Percentage of respondents to a survey of Lottery committee members who rate their satisfaction with the quality of administration services provided to the committee at 3 or above on a scale of 1 to 5 is no less than:	85%	98%	Revised measure	Achieved

ACTIVITY INFORMATION	ESTIMATED VOLUME	2006/07 ACTUAL	2005/06 ACTUAL
Number of applications received	3,800–4,700	4,572	Revised measure
Number of grants disbursed	2,500–4,000	2,997	Revised measure

<sup>1</sup> To provide greater transparency, from 2006/07 grant information has been disaggregated for various grant schemes (Lottery Grants, Community Organisation Grants Scheme, Crown trusts and fellowships).

## Community Organisation Grants Scheme

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
Percentage of grant disbursements completed accurately is no less than:	95%	99.9%	Revised measure	Achieved
Percentage of complete and eligible applications received before the advertised closing date that are presented to the next decision-making meeting is no less than:	95%	100%	Revised measure	Achieved
On receipt of committee approval and correctly completed client documentation, the percentage of payments made to grant recipients within 20 working days is no less than:	95%	99.6%	Revised measure	Achieved

ACTIVITY INFORMATION	ESTIMATED VOLUME	2006/07 ACTUAL	2005/06 ACTUAL
Number of applications received	4,000–5,200	4,416	Revised measure
Number of grants disbursed	3,500–4,500	3,533	Revised measure

## Crown Trusts and Fellowships

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
Percentage of grant disbursements completed accurately is no less than:	95%	100%	Revised measure	Achieved
Percentage of complete and eligible applications received before the advertised closing date that are presented to the next decision-making meeting is no less than:	95%	100%	Revised measure	Achieved
On receipt of committee approval and correctly completed client documentation, the percentage of payments made to grant recipients within 20 working days is no less than:	95%	100%	Revised measure	Achieved

ACTIVITY INFORMATION	ESTIMATED VOLUME	2006/07 ACTUAL	2005/06 ACTUAL
Number of applications received	200–300	445	Revised measure
Number of grants disbursed	50–70	106	Revised measure

## revenue and output expenses

APPROPRIATION	ACTUAL 2006/07 \$000	MAIN ESTIMATES 2006/07 \$000	SUPP. ESTIMATES 2006/07 \$000	ACTUAL 2005/06 \$000
<b>Revenue</b>				
Revenue Crown	4,368	4,340	4,368	4,219
Revenue Other	7,729	7,567	7,988	7,295
<b>Total Revenue</b>	<b>12,097</b>	<b>11,907</b>	<b>12,356</b>	<b>11,514</b>
<b>Expenses</b>	<b>12,013</b>	<b>11,905</b>	<b>12,382</b>	<b>11,304</b>
Net Surplus/(Deficit)	84	2	(26)	210

The change in budget between Main Estimates and Supp. Estimates was mainly due to an increase in funding for services provided to the Lottery Grants Board (\$0.418 million) and an expense transfer from 2005/06 to 2006/07 for the Upgrade of the Information and Technology Infrastructure (\$0.056 million).

# Community Advisory Services

## description

This output covers a community development service delivered from a national office and 16 regional offices around New Zealand. It includes providing advice, information, resources and facilitation services to empower communities/whānau/hapū/iwi, Māori organisations and community groups to develop innovative responses to meet their needs. This work contributes to the development of *Strong, sustainable communities/hapū/iwi*.

## performance information

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
Percentage of respondents to a customer survey who rate their satisfaction with the quality of advice provided at 3 or above on a scale of 1 to 5 is no less than:	85%	99%	99%	Achieved
Percentage of respondents to a customer survey who rate their satisfaction with the quality of information resources provided at 3 or above on a scale of 1 to 5 is no less than:	85%	99%	98%	Achieved
Percentage of respondents to a customer survey who rate their satisfaction with the timeliness of advice provided at 3 or above on a scale of 1 to 5 is no less than:	85%	99%	99%	Achieved

## revenue and output expenses

The change in budget between Main Estimates and Supp. Estimates was mainly due to expense transfers from 2005/06 to 2006/07 for the Sustainable Communities project (\$0.100 million), and the Upgrade of the Information and Technology Infrastructure (\$0.021 million).

An in-principle expense transfer of \$0.060 million from 2006/07 to 2007/08 was approved for the Sustainable Communities project.

	ACTUAL 2006/07 \$000	MAIN ESTIMATES 2006/07 \$000	SUPP. ESTIMATES 2006/07 \$000	ACTUAL 2005/06 \$000
<b>APPROPRIATION</b>				
<b>Revenue</b>				
Revenue Crown	5,523	5,402	5,523	5,147
Revenue Other	73	123	126	63
<b>Total Revenue</b>	<b>5,596</b>	<b>5,525</b>	<b>5,649</b>	<b>5,210</b>
<b>Expenses</b>	<b>5,392</b>	<b>5,526</b>	<b>5,650</b>	<b>5,039</b>
Net Surplus/(Deficit)	204	(1)	(1)	171

# Policy Advice – Community

## performance information

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
Policy advice is delivered according to the policy work programme (and any subsequent amendments) as negotiated between the Minister for the Community and Voluntary Sector and the Chief Executive.	100%	100%	100%	Achieved
Policy advice is delivered in accordance with agreed policy quality criteria as listed on page 102.	100%	100%	100%	Achieved
The Minister is requested to indicate his/her level of satisfaction with the quality of policy advice.	Satisfied or better	Very good	Very good	Achieved
Policy advice is delivered according to the timeframes agreed.	100%	100%	100%	Achieved
Percentage of first versions of replies to ministerial correspondence, Official Information Act 1982 requests, Ombudsman's inquiries and parliamentary questions accepted by the Minister.	95%	100%	100%	Achieved
Percentage 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%	94.1%	100%	1 out of 17 did not meet deadlines as the reply was assumed to have been covered in another ministerial response
Percentage of draft responses to Official Information Act 1982 requests and Ombudsman's inquiries returned to the Minister's office for signature five days prior to the statutory deadline for reply.	100%	91.7%	N/A (No Official Information Act or Ombudsman enquiries received from the Minister's Office.)	1 out of 12 did not meet deadlines due to the complexity of the issue and level of consultation required
Percentage of draft replies to parliamentary questions completed within the timeframes specified by the Minister.	100%	100%	100%	Achieved

## description

This output covers:

- » policy advice with a community/whānau/hapū/iwi development perspective. Policy advice also involves preparing ministerial briefings and speech notes, and providing support for the Minister for the Community and Voluntary Sector, as required, in Cabinet committees, select committees and Parliament
- » policy advice and information on matters relating to the performance of and appointments to the Charities Commission
- » draft replies to ministerial correspondence, Official Information Act 1982 requests, Ombudsman's inquiries and parliamentary questions addressed to the Minister for the Community and Voluntary Sector or referred from other Ministers.

This work contributes to the development of *Strong, sustainable communities/hapū/iwi*.

ACTIVITY INFORMATION	ESTIMATED VOLUME	2006/07 ACTUAL	2005/06 ACTUAL
Number of replies to ministerial correspondence, Official Information Act 1982 requests and Ombudsman's inquiries, and answers to parliamentary questions.	40–100	92	27

## Policy Advice – Community CONTINUED

## revenue and output expenses

APPROPRIATION	ACTUAL 2006/07 \$000	MAIN ESTIMATES 2006/07 \$000	SUPP. ESTIMATES 2006/07 \$000	ACTUAL 2005/06 \$000
<b>Revenue</b>				
Revenue Crown	1,796	1,660	1,796	1,698
Revenue Other	20	24	24	12
<b>Total Revenue</b>	<b>1,816</b>	<b>1,684</b>	<b>1,820</b>	<b>1,710</b>
<b>Expenses</b>	<b>1,768</b>	<b>1,685</b>	<b>1,821</b>	<b>1,512</b>
Net Surplus/(Deficit)	48	(1)	(1)	198

The change in budget between Main Estimates and Supp. Estimates was mainly due to an expense transfer from 2005/06 to 2006/07 with the delay in opening of the Charities Register (\$0.128 million).

# Management of National Emergency Readiness, Response and Recovery

## performance information

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
Percentage of local authorities who are satisfied with the quality of information provided for monitoring events and incidents, as measured by stakeholder surveys.	80%	81%	64%	Achieved
Percentage of national warnings issued within 60 minutes after the identification of a pending event is:	100%	No alerts	No alerts	No alerts
Percentage of preliminary briefings provided to the Minister within 24 hours after the declaration of a civil defence emergency is:	100%	100%	No alerts	Achieved
Percentage of declared emergencies that are reviewed in accordance with the <i>National Civil Defence Emergency Management Plan</i> .	100%	0%	No alerts	A few individuals would not evacuate with Rangitikei District Flooding. Mechanical usage of the legislation for this one declared emergency, to enforce evacuation. Nothing of national interest to justify a review in terms of the Plan.

## description

This output covers:

- » monitoring, responding to and managing the recovery from events outside the capability of local CDEM organisations
- » maintaining the National Crisis Management Centre (NCMC) in a state of readiness
- » ensuring a dedicated level of national event management training within the Ministry of Civil Defence and Emergency Management.

This work contributes to the development of *Safer communities*.

ACTIVITY INFORMATION	ESTIMATED VOLUME	2006/07 ACTUAL	2005/06 ACTUAL
Number of instances advice is provided to local authorities/CDEM groups of events and incidents that have the potential to lead to civil defence emergencies.	0–50	40	77
Number of national warnings issued.	0–5	0	New measure
Carry out a minimum of 10 tests of NCMC systems during the year.	10	13	12
Number of declared civil defence emergencies requiring coordination and/or management of central government response.	0–5	1	0
Number of non-declared civil defence emergencies requiring coordination and/or management of central government response.	0–10	2	0

## Management of National Emergency Readiness, Response and Recovery CONTINUED

ACTIVITY INFORMATION	ESTIMATED VOLUME	2006/07 ACTUAL	2005/06 ACTUAL
Number of emergency events requiring management of central government activity in regard to recovery support.	0–10	2 (North Island storm, July 2006 and Northland floods, March 2007)	1
Provide a minimum of 10 NCMC Development Programme education or training sessions.	10	17	New measure
Update the Standard Operating Procedures a minimum of twice a year.	2	2	New measure

### revenue and output expenses

The variance between Supp. Estimates and Actual was mainly the result of receiving \$0.500 million new initiative funding for the implementation of a back up emergency operations centre capability that could not be utilized in 2006/07. An in-principle expense transfer of \$0.500 million from 2006/07 to 2007/08 was approved.

APPROPRIATION	ACTUAL 2006/07 \$000	MAIN ESTIMATES 2006/07 \$000	SUPP. ESTIMATES 2006/07 \$000	ACTUAL 2005/06 \$000
<b>Revenue</b>				
Revenue Crown	3,301	3,312	3,301	2,985
Revenue Other	31	24	24	20
<b>Total Revenue</b>	<b>3,332</b>	<b>3,336</b>	<b>3,325</b>	<b>3,005</b>
<b>Expenses</b>	<b>2,953</b>	<b>3,336</b>	<b>3,325</b>	<b>2,983</b>
Net Surplus/(Deficit)	379	0	0	22

# Policy Advice – Emergency Management

## performance information

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
Policy advice is delivered according to the policy work programme (and any subsequent amendments) as negotiated between the Minister of Civil Defence and the Chief Executive.	100%	100%	50%	Achieved
Policy advice is delivered in accordance with agreed policy quality criteria as listed on page 102.	100%	100%	50%	Achieved
The Minister is requested to indicate his/her level of satisfaction with the quality of policy advice.	Satisfied or better	Good	Satisfactory	Achieved
Policy advice is delivered according to the timeframes agreed.	100%	100%	50%	Achieved
Percentage of first versions of replies to ministerial correspondence, Official Information Act 1982 requests, Ombudsman's inquiries and parliamentary questions accepted by the Minister.	95%	93.5%	81.5%	7 out of 108 replies were revised in light of feedback from the Minister's Office
Percentage 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%	97.1%	77%	Achieved
Percentage of draft responses to Official Information Act 1982 requests and Ombudsman's inquiries returned to the Minister's office for signature five days prior to the statutory deadline for reply.	100%	100%	100%	Achieved
Percentage of draft replies to parliamentary questions completed within the timeframes specified by the Minister.	100%	100%	100%	Achieved

ACTIVITY INFORMATION	ESTIMATED VOLUME	2006/07 ACTUAL	2005/06 ACTUAL
Number of replies to ministerial correspondence, Official Information Act 1982 requests and Ombudsman's inquiries, and answers to parliamentary questions.	0–65	108	157

## description

This output covers:

- » strategic policy development and policy advice on risk management, and on civil defence and emergency management frameworks, procedures and operations. Policy advice also involves preparing ministerial briefings and speech notes, and providing support for the Minister of Civil Defence, as required, in Cabinet committees, select committees and Parliament
- » draft replies to ministerial correspondence, Official Information Act 1982 requests, Ombudsman's inquiries and parliamentary questions addressed to the Minister of Civil Defence or referred from other Ministers.

This work contributes to the development of *Safer communities*.

## Policy Advice – Emergency Management CONTINUED

## revenue and output expenses

APPROPRIATION	ACTUAL 2006/07 \$000	MAIN ESTIMATES 2006/07 \$000	SUPP. ESTIMATES 2006/07 \$000	ACTUAL 2005/06 \$000
<b>Revenue</b>				
Revenue Crown	872	1,766	872	1,591
Revenue Other	13	14	0	11
<b>Total Revenue</b>	<b>885</b>	<b>1,780</b>	<b>872</b>	<b>1,602</b>
<b>Expenses</b>	<b>850</b>	<b>1,780</b>	<b>872</b>	<b>1,579</b>
Net Surplus/(Deficit)	35	0	0	23

The change in budget between Main Estimates and Supp. Estimates was mainly due to a reallocation of funding to Support Services, Information and Education (-\$0.920 million).

# Support Services, Information and Education

## performance information

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
Percentage of stakeholders who are satisfied with the level of support provided and that their needs and expectations have, where possible, been incorporated into the Ministry's work programme, as measured by stakeholder surveys.	80%	88%	71%	Achieved
Percentage of stakeholders who are satisfied with the quality of public education resources and support provided, as measured by stakeholder surveys.	80%	88%	96%	Achieved
Percentage of attendees who are satisfied with the education or training interventions attended, as measured by stakeholder surveys.	80%	89%	97.1%	Achieved

## description

This output covers:

- » developing and implementing policies and projects that will assist with information services, preparedness and education within the civil defence emergency management (CDEM) sector
- » providing support, monitoring, information, frameworks, guidelines and professional development for the CDEM sector.

This work contributes to the development of *Safer communities*.

ACTIVITY INFORMATION	ESTIMATED VOLUME	2006/07 ACTUAL	2005/06 ACTUAL
Participate in and/or evaluate no less than eight local government civil defence readiness and response exercises.	8	10	13
Deliver or sponsor no less than six education or training interventions in consultation with the emergency management sector and other relevant agencies or organisations.	6–10	25	New measure
Provide to the CDEM sector no less than 10 newsletters/updates.	10–20	19	New measure
Develop a minimum of three guidelines, codes, technical standards or other CDEM sector information publications.	3–10	4	New measure

## revenue and output expenses

APPROPRIATION	ACTUAL 2006/07 \$000	MAIN ESTIMATES 2006/07 \$000	SUPP. ESTIMATES 2006/07 \$000	ACTUAL 2005/06 \$000
<b>Revenue</b>				
Revenue Crown	6,974	5,509	6,974	6,298
Revenue Other	54	28	44	31
<b>Total Revenue</b>	<b>7,028</b>	<b>5,537</b>	<b>7,018</b>	<b>6,329</b>
<b>Expenses</b>	<b>6,937</b>	<b>5,539</b>	<b>7,020</b>	<b>6,291</b>
Net Surplus/(Deficit)	91	(2)	(2)	38

The change in budget between Main Estimates and Supp. Estimates was mainly due to a reallocation of funding from Policy Advice – Emergency Management (\$0.920 million) and Management of National Emergency Readiness, Response and Recovery (\$0.533 million) to Support Services, Information and Education.

# VOTE INTERNAL AFFAIRS

## Gaming and Censorship Regulatory Services

### description

This output covers:

- » issuing licences to, and analysing data from, operators involved in the higher-risk forms of gambling
- » auditing and monitoring casinos, and gaming sector organisations containing gaming machines, to assess compliance, with an emphasis on high-risk organisations, operators and activities
- » investigations, inspections, information gathering and intelligence dissemination regarding possible breaches of the gaming and censorship legislation, and taking enforcement action against those who breach the legislation
- » responding to public inquiries and providing targeted education, advice and information regarding gambling and censorship laws, to minimise harm to the community and encourage voluntary compliance
- » providing policy advice on the gaming licensing regulatory regime and associated fees
- » providing services to the Gambling Commission (these functions are carried out entirely separately to the Department's gambling-related policy and operational functions, to underpin the independence of the Gambling Commission).

This work contributes to the development of *Safer communities*.

### performance information

#### Increase Compliance in the Gaming Sector

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
Number of instances of non-compliance with gambling laws that are detected during audits and investigations that result in a formal warning or sanction.	As required	404	New measure	210 Casino 194 Non-Casino
Number of non-compliant activities that have resulted in a prosecution, an infringement notice or application to the Gambling Commission.	As required	41	New measure	
All breaches found in audits and investigations are followed up and result in rectification or further compliance action, in accordance with the timeframes set out in the relevant follow-up process.	100%	100%	New measure	Achieved
Percentage of respondents to a survey of gaming sector organisations and operators who rate their satisfaction with how information services provided by the Department support their ability to comply with relevant laws, conditions and rules is no less than:	85%	95%	94%	Achieved
The Gambling Commission and courts will make no adverse comment on the Department's regulatory activities.	No adverse comment	2 adverse comments from the Gambling Commission	1	One adverse comment was critical of a technical procedural matter not affecting the outcome of the case.  The second adverse comments was critical of one management issue, while agreeing with the decision.
The Gambling Commission's satisfaction with the services provided by the secretariat is 3 or above on a scale of 1 to 5.	3 or above	4.8	5	Achieved

## Increase Compliance with Censorship Laws

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
Number of instances of non-compliance (excluding Internet-related non-compliance) with censorship laws is no greater than:	15%	9%	6%	Achieved
All non-compliant practices identified during inspection processes or as a result of complaints are dealt with during the inspection, or within three months (75%) or 12 months (25%) of the completion of the inspection.	3 months (75%) 12 months (25%)	89% within 3 months 11% within 12 months	87% within 3 months 13% within 12 months	Achieved
Number of censorship prosecution cases dismissed where prima facie case is not established is no more than:	2	0	0	Achieved
Number of censorship prosecution cases that receive adverse judicial comment on the investigation process is no more than:	2	0	0	Achieved

## Increase the Return to the Community from Non-casino Gaming Machine Operations

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
All gaming machine operators' return to the community is no less than:	37.12% (GST exclusive)	99% of gaming machine operators returned a minimum of 37.12% (GST exclusive)	Revised measure (The average return was no less than 33% (GST exclusive))	Six gaming machine operators out of 439 operators had returns less than 37.12% (GST exclusive). Returns less than 37.12% have generally been due to one-off unexpected expenses incurred by the society.

ACTIVITY INFORMATION	ESTIMATED VOLUME	2006/07 ACTUAL	2005/06 ACTUAL
Complete at least 80% of audits of all gaming machine societies, and other gambling activities identified as high risk, in accordance with their risk profile, within three months and the balance within six months.	3 months (80%) 6 months (20%)	3 months (86%) 6 months (12%) Over 6 months (2%)	New measure
Undertake audits of casino operator activities identified as high risk, in accordance with their risk profile.	As required	72	72 audits completed
Undertake investigations of all licensed gambling outside of casinos, where serious non-compliance is identified through audit, intelligence or complaints.	As required	357	Revised measure
Undertake investigations of all casino operators where serious non-compliance is identified through audit, intelligence or complaints.	As required	73	6 investigations completed
Undertake investigations of suspected illegal gambling.	As required	27	2 investigations completed

## Gaming and Censorship Regulatory Services CONTINUED

ACTIVITY INFORMATION	ESTIMATED VOLUME	2006/07 ACTUAL	2005/06 ACTUAL
Undertake investigations into offences against the Act, and crimes involving dishonesty that relate to or involve gambling, committed by persons other than holders of a casino operator's licence on casino premises.	As required	407	New measure
Number of formal presentations and compliance educative visits to the gaming sector.	20 formal 300 compliance educative visits	23 formal 398 compliance educative visits	693
Number of inspections at outlets for publications/videos/films undertaken.	1,500	1,601	1,691
Number of censorship complaints and proactive investigations for publications/videos/films and on the Internet responded to.	700	807	700
Number of censorship prosecutions undertaken.	20–40	37	35
Percentage of licence renewal applications processed within two months of receipt.	80%	80%	New measure
Percentage of all other licence applications processed within one month of receipt.	90%	97%	New measure

## revenue and output expenses

The change in budget between Main Estimates and Supp. Estimates was mainly due to an expense transfer from 2005/06 to 2006/07 for the Upgrade of Information and Technology Infrastructure (\$0.249 million) and the establishment and operation of an enforcement unit to ensure compliance with the Unsolicited Electronic Messages Act 2007 (\$0.450 million).

An in-principle expense transfer of \$0.350 million from 2006/07 to 2007/08 was approved for the Anti-Spam Enforcement Unit.

The actual Net Surplus/(Deficit) was favourable to budget – refer Memorandum Accounts page 114 for an explanation.

APPROPRIATION	ACTUAL 2006/07 \$000	MAIN ESTIMATES 2006/07 \$000	SUPP. ESTIMATES 2006/07 \$000	ACTUAL 2005/06 \$000
<b>Revenue</b>				
Revenue Crown	2,397	1,916	2,397	1,893
Revenue Other	18,489	18,496	18,516	11,973
<b>Total Revenue</b>	<b>20,886</b>	<b>20,412</b>	<b>20,913</b>	<b>13,866</b>
<b>Expenses</b>	<b>22,361</b>	<b>22,340</b>	<b>23,059</b>	<b>17,867</b>
Net Surplus/(Deficit)	(1,475)	(1,928)	(2,146)	(4,001)

# Identity Services

## performance information

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
Percentage of applications for grant of citizenship recommended to the Minister within eight months of receipt of a completed application.	80%	93.2%	86.45%	Achieved
Percentage of applications for registration of citizenship, not involving adoption, processed within 20 working days of receipt of a completed application.	95%	99.2%	98.4%	Achieved
Percentage of certificates of citizenship status issued within 20 working days of receipt of a completed application.	95%	99.7%	99.8%	Achieved
Percentage of passports, certificates and other identity documents issued without error.	99%	99.9%	99.8%	Achieved
Percentage of passports issued within 10 working days for standard passports, and three working days for urgent passports, of receipt of a completed application.	99%	99.9%	99.6% (Standard) 99.9% (Urgent)	Achieved
Percentage of birth, death, marriage and civil union information registered without error.	99%	99.7%	99.69%	Achieved
Percentage of birth, death, marriage and civil union certificates issued without error.	99%	99.7%	99.77%	Achieved
Percentage of deaths registered within three working days of receipt of a completed notification.	96%	100%	99.55%	Achieved
Percentage of births, marriages and civil unions registered within four working days of receipt of a completed notification or application.	96%	99.9%	99.89%	Achieved
Percentage of certificates from fully computerised registrations issued within one working day of receipt of a completed application.	99%	99.6%	99.42%	Achieved
Percentage of certificates from partially computerised registrations issued within eight working days of receipt of a completed application.	96%	99.7%	99.95%	Achieved
Percentage of birth, death, marriage and civil union printouts issued within eight working days of request.	95%	96.2%	99.78%	Achieved

## description

This output covers:

- » assessing applications for and issuing New Zealand passports and other travel documents
- » assessing applications for grant of citizenship
- » registering and confirming citizenship
- » registering births, deaths, marriages and civil unions
- » issuing certificates and providing information and services relating to births, deaths, marriages and civil unions
- » maintaining national records relating to passports, citizenship, births, deaths, marriages and civil unions
- » developing authorised information-matching programmes with specified government agencies
- » providing data to international government agencies, to enhance border security and facilitate travel
- » advising Government about authentication of identity and evidence of identity standards.

This work contributes to the development of the following outcomes:

- » *Trusted records of New Zealand identity*
- » *Strong, sustainable communities/hapū/iwi.*

## Identity Services CONTINUED

ACTIVITY INFORMATION	ESTIMATED VOLUME	2006/07 ACTUAL	2005/06 ACTUAL
Number of applications for grant of citizenship to foreign nationals recommended to the Minister.	26,000–30,000	29,979	27,780
Number of registrations of citizenship by descent for New Zealanders born abroad.	5,000–6,000	7,202	6,483
Number of certificates of citizenship status issued.	3,500–4,000	5,077	5,487
Number of passports and travel documents issued.	390,000–460,000	398,040	385,966
Number of birth, death, marriage and civil union registrations.	102,000–116,000	116,207	110,999
Number of birth, death, marriage and civil union certificates and printouts issued.	200,000–250,000	249,882	228,874

## revenue and output expenses

The change in budget between Main Estimates and Supp. Estimates was mainly due to:

- » expense transfers from 2005/06 to 2006/07 for the Upgrade of Information and Technology Infrastructure (\$0.536 million) and the Moderation of Birth and Death Data (\$0.328 million)
- » additional funding for the Identity Verification Service (\$3.301 million)
- » additional resources to reduce the volume of citizenship work in progress (\$1.021 million)
- » an increase in demand for Identity products (\$1.563 million).

The variance between Supp. Estimates and Actual mainly relates to the contingency in this appropriation to meet fluctuating demand and the slower start up phase to passports redevelopment.

An in-principle expense transfer of \$0.400 million from 2006/07 to 2007/08 was approved for the Identity Verification Service.

APPROPRIATION	ACTUAL 2006/07 \$000	MAIN ESTIMATES 2006/07 \$000	SUPP. ESTIMATES 2006/07 \$000	ACTUAL 2005/06 \$000
<b>Revenue</b>				
Revenue Crown	12,079	8,416	12,079	7,625
Revenue Other	78,078	78,637	76,607	63,358
<b>Total Revenue</b>	<b>90,157</b>	<b>87,053</b>	<b>88,686</b>	<b>70,983</b>
<b>Expenses</b>	<b>84,497</b>	<b>83,175</b>	<b>89,935</b>	<b>70,485</b>
Net Surplus/(Deficit)	5,660	3,878	(1,249)	498

# Information and Advisory Services

## performance information

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
Number of complaints concerning typesetting errors where published text is inconsistent with text supplied by client is, on average, no more than:	1 per month	0.2 per month	0	Achieved 2 in total for the financial year
Percentage of <i>Principal and Customs</i> editions of the <i>New Zealand Gazette</i> available at retail outlets by the applicable deadline.	100%	100%	100%	Achieved
Commissioners' rating of the quality of services provided is 3 or above on a scale of 1 to 5.	3 or above	4.7	4.25	Achieved
Commissioners' rating of the timeliness of services provided is 3 or above on a scale of 1 to 5.	3 or above	4.7	4	Achieved

ACTIVITY INFORMATION	ESTIMATED VOLUME	2006/07 ACTUAL	2005/06 ACTUAL
Number of editions of the <i>New Zealand Gazette</i> published.	100	125	106

## description

This output covers:

- » publishing the *New Zealand Gazette*
- » authenticating official documents
- » providing information, advisory and support services to commissions of inquiry and similar bodies, as required.

This work is an administrative service for Government.

## revenue and output expenses

APPROPRIATION	ACTUAL 2006/07 \$000	MAIN ESTIMATES 2006/07 \$000	SUPP. ESTIMATES 2006/07 \$000	ACTUAL 2005/06 \$000
<b>Revenue</b>				
Revenue Crown	3,759	498	3,758	4,519
Revenue Other	1,387	1,236	1,238	1,143
<b>Total Revenue</b>	<b>5,146</b>	<b>1,734</b>	<b>4,996</b>	<b>5,663</b>
<b>Expenses</b>	<b>4,389</b>	<b>1,733</b>	<b>5,007</b>	<b>4,300</b>
Net Surplus/(Deficit)	757	1	(11)	1,362

The change in budget between Main Estimates and Supp. Estimates was mainly due to:

- » expense transfers from 2005/06 to 2006/07 for the:
  - Commission of Inquiry into Police Conduct (\$0.375 million)
  - Confidential Forum for Former-In-Patients of Psychiatric Hospitals (\$0.375 million)
- » additional funding for the:
  - Commission of Inquiry into Police Conduct (\$0.726 million)
  - Local Government Rating Inquiry (\$1.284 million)
  - implementation of work of the Expert Panel on War Disablement Pensions (\$0.500 million).

The variance between Supp. Estimates and Actual mainly relates to the Expert Panel on War Disablement Pensions for which an in-principle expense transfer from 2006/07 to 2007/08 of \$0.500 million was approved.

# Policy Advice – Internal Affairs

## description

This output covers:

- » policy advice and information on matters relating to:
  - gaming, censorship, fire and identity
  - the performance of and appointments to Crown entities
  - appointments to statutory bodies
  - the Significant Community-Based Project Fund.

Policy advice also involves preparing ministerial briefings and speech notes, and providing support for the Minister of Internal Affairs, as required, in Cabinet committees, select committees and Parliament.

- » draft replies to ministerial correspondence, Official Information Act 1982 requests, Ombudsman's inquiries and parliamentary questions addressed to the Minister of Internal Affairs or referred from other Ministers.

This work contributes to the development of the following outcomes:

- » *Strong, sustainable communities/hapū/iwi*
- » *Safer communities*
- » *Trusted records of New Zealand identity.*

## performance information

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
Policy advice is delivered according to the policy work programme (and any subsequent amendments) as negotiated between the Minister of Internal Affairs and the Chief Executive.	100%	100%	100%	Achieved
Policy advice is delivered in accordance with agreed policy quality criteria as listed on page 102.	100%	100%	100%	Achieved
The Minister is requested to indicate his/her level of satisfaction with the quality of policy advice.	Satisfied or better	Satisfactory	No formal rating provided	The Minister's response indicated that this was "Achieved".
Policy advice is delivered according to the timeframes agreed.	100%	100%	100%	Achieved
Percentage of first versions of replies to ministerial correspondence, Official Information Act 1982 requests, Ombudsman's inquiries and parliamentary questions accepted by the Minister.	95%	98.9%	98.6%	Achieved
Percentage 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%	99.4%	99%	Achieved
Percentage of draft responses to Official Information Act 1982 requests and Ombudsman's inquiries returned to the Minister's office for signature five days prior to the statutory deadline for reply.	100%	97.0%	100%	One response was late in August.
Percentage of draft replies to parliamentary questions completed within the timeframes specified by the Minister.	100%	100%	100%	Achieved

ACTIVITY INFORMATION	ESTIMATED VOLUME	2006/07 ACTUAL	2005/06 ACTUAL
Number of replies to ministerial correspondence, Official Information Act 1982 requests and Ombudsman's inquiries, and answers to parliamentary questions.	430–630	1,071	718

## revenue and output expenses

APPROPRIATION	ACTUAL 2006/07 \$000	MAIN ESTIMATES 2006/07 \$000	SUPP. ESTIMATES 2006/07 \$000	ACTUAL 2005/06 \$000
<b>Revenue</b>				
Revenue Crown	4,887	4,811	4,887	4,759
Revenue Other	60	90	90	65
<b>Total Revenue</b>	<b>4,947</b>	<b>4,901</b>	<b>4,977</b>	<b>4,824</b>
<b>Expenses</b>	<b>4,551</b>	<b>4,901</b>	<b>4,977</b>	<b>4,371</b>
Net Surplus/(Deficit)	396	0	0	453

The change in budget between Main Estimates and Supp. Estimates was due to an expense transfer from 2005/06 to 2006/07 for the Upgrade of Information and Technology Infrastructure (\$0.076 million).

The variance between Supp. Estimates and Actual mainly relates to delayed expenditure for the publishing of two surveys in the Gaming and Censorship area. An in-principle expense transfer from 2006/07 to 2007/08 of \$0.100 million has been approved for these surveys.

# Services for Ethnic Affairs

## description

This output covers:

- » providing policy advice and information on matters relating to ethnic affairs. This also involves:
  - arranging meetings for the Minister to facilitate contact with ethnic communities
  - preparing ministerial briefings and speech notes, and providing support for the Minister for Ethnic Affairs, as required, in Cabinet committees, select committees and Parliament
- » providing draft replies to ministerial correspondence, Official Information Act 1982 requests, Ombudsman's inquiries and parliamentary questions addressed to the Minister for Ethnic Affairs or referred from other Ministers
- » providing advisory and information services to ethnic communities, and information to the public to raise the level of knowledge about ethnic communities and their contribution to New Zealand
- » managing the contract for the telephone interpreting service (Language Line).

This work contributes to the development of *Strong, sustainable communities/hapū/iwi*.

## performance information

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
Policy advice is delivered according to the policy work programme (and any subsequent amendments) as negotiated between the Minister for Ethnic Affairs and the Chief Executive.	100%	100%	100%	Achieved
Policy advice is delivered in accordance with agreed policy quality criteria as listed on page 102.	100%	100%	100%	Achieved
The Minister is requested to indicate his/her level of satisfaction with the quality of policy advice.	Satisfied or better	Satisfied	Good	Achieved
Policy advice is delivered according to the timeframes agreed.	100%	100%	100%	Achieved
Percentage of first versions of replies to ministerial correspondence, Official Information Act 1982 requests, Ombudsman's inquiries and parliamentary questions accepted by the Minister.	95%	97%	94.4%	Achieved
Percentage 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
Percentage of draft responses to Official Information Act 1982 requests and Ombudsman's inquiries returned to the Minister's office for signature five days prior to the statutory deadline for reply.	100%	100%	100%	Achieved
Percentage of draft replies to parliamentary questions completed within the timeframes specified by the Minister.	100%	100%	100%	Achieved
Percentage of requests for written advice answered within 10 working days or according to the timeframes agreed with the correspondent.	95%	99%	99%	Achieved
Percentage of key stakeholders who rate the quality and effectiveness of the advisory services provided to ethnic communities at 3 or above on a scale of 1 to 5, as measured by stakeholder surveys.	85%	100%	96% Quality 89% Effectiveness	Achieved

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
The contract with the supplier of the telephone interpreting service (Language Line) will specify the nature and level of services to be provided, price, duration, monitoring arrangements, scope for variation and mechanisms for dispute resolution.	–	Present contract with Language Line provider specifies standard	Present contract with Language Line provider specifies standard	Achieved
Reports will be provided regularly to the Minister on the Language Line provider's performance against service standards.	Monthly	Fortnightly report provided to the Minister for Ethnic Affairs	Fortnightly report provided to the Minister for Ethnic Affairs	Achieved

ACTIVITY INFORMATION	ESTIMATED VOLUME	2006/07 ACTUAL	2005/06 ACTUAL
Number of replies to ministerial correspondence, Official Information Act 1982 requests and Ombudsman's inquiries, and answers to parliamentary questions.	120–240	40	52
Number of requests from ethnic communities for information or advice responded to.	3,000–3,500	5,215	4,954

## revenue and output expenses

APPROPRIATION	ACTUAL 2006/07 \$000	MAIN ESTIMATES 2006/07 \$000	SUPP. ESTIMATES 2006/07 \$000	ACTUAL 2005/06 \$000
<b>Revenue</b>				
Revenue Crown	2,690	2,660	2,690	2,799
Revenue Other	640	518	704	472
<b>Total Revenue</b>	<b>3,330</b>	<b>3,178</b>	<b>3,394</b>	<b>3,271</b>
<b>Expenses</b>	<b>3,293</b>	<b>3,179</b>	<b>3,395</b>	<b>3,283</b>
Net Surplus/(Deficit)	37	(1)	(1)	(12)

The change in budget between Main Estimates and Supp. Estimates was due to an increase in demand for Language Line (\$0.186 million) and an expense transfer from 2005/06 to 2006/07 for the Upgrade of Information and Technology Infrastructure (\$0.030 million).

# Contestable Services

## description

This output covers services to both government and non-government agencies, which could be provided by other organisations and are therefore contestable services.

Services include translation and other foreign language services to Ministers and third parties.

## performance information

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
Percentage of respondents to a customer survey who rate their satisfaction with the quality of translation services provided at 3 or above on a scale of 1 to 5 is no less than:	85%	100%	100%	Achieved
Percentage of translations meeting timeframes agreed with customers.	98%	99.5%	99.22%	Achieved

## revenue and output expenses

The variance between Supp. Estimates and Actual mainly relates to property rental which is recovered from a sub-tenant. This was offset by a corresponding increase in revenue. This was not a breach of appropriation because this is a revenue dependent output expense for which costs may be incurred up to the level of increased revenue.

APPROPRIATION	ACTUAL 2006/07 \$000	MAIN ESTIMATES 2006/07 \$000	SUPP. ESTIMATES 2006/07 \$000	ACTUAL 2005/06 \$000
<b>Revenue</b>				
Revenue Crown	0	0	0	0
Revenue Other	1,239	935	939	1,223
<b>Total Revenue</b>	<b>1,239</b>	<b>935</b>	<b>939</b>	<b>1,223</b>
<b>Expenses</b>	<b>1,188</b>	<b>935</b>	<b>939</b>	<b>1,199</b>
Net Surplus/(Deficit)	51	0	0	24

# Information, Support and Regulatory Services

## performance information

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
The Local Government Commission is satisfied with the quality of advice and support services provided rated on a scale of 1 to 5.	3 or above	3.8	4	Achieved
Local Government Commission decisions are dispatched to parties within 10 working days of decision, or to such other timetable as instructed by the Commission.	100%	100%	100%	Achieved
All responses to requests for information from the public are easy to comprehend and accurate.	100%	100%	100%	Achieved
Percentage of rates rebates claims processed accurately.	99%	100%	100%	Achieved
Percentage of requests for information from the public responded to within 15 working days.	95%	100%	100%	Achieved
Percentage of claims for rates rebates processed within 20 working days.	98%	99%	100%	Achieved
The Taupo Harbourmaster will implement a programme of facilities inspection and maintenance.	Facilities managed in accordance with programme and standards	Achieved	Achieved	Achieved
All boating facilities on Lake Taupo are maintained to an appropriate level of safety and usability.	Facilities maintained to specified standards	Achieved	Achieved	Achieved
Percentage of respondents to a survey of key stakeholders who rate their satisfaction with the quality of Lake Taupo regulatory services at 3 or above on a scale of 1 to 5.	85%	100%	100%	Achieved
Number of prosecutions taken under navigation safety legislation and regulations dismissed because a prima facie case has not been established is no more than:	2 cases	0	0	Achieved
The Taupo Landing Reserve is managed in accordance with a Reserve Management Plan approved by the Ministers of Local Government and Conservation.	Managed in accordance with Reserve Management Plan	Achieved	Achieved	Achieved

## description

This output covers:

- » providing advisory and support services to the Local Government Commission in respect of its statutory functions
- » providing information to and about local government
- » administering the Local Government Act 2002 and other statutes, including advising the Minister of Local Government on:
  - local government boundaries and reorganisation schemes
  - approval of sales of endowment land and other statutory approvals
  - the Rates Rebates Scheme
  - offshore islands not in a territorial authority district
  - servicing of ministerial review authorities when required
- » administering the Local Electoral Act 2001 including:
  - approving voting document formats
  - administering the Single Transferable Vote calculator
  - collection and publication of local government election statistics
- » providing regulatory and boating services for Lake Taupo, including providing the Harbourmaster and managing the Lake Taupo Landing Reserve
- » governance and management of the National Dog Control Information Database.

This work contributes to the development of *Strong, sustainable communities/hapū/iwi*.

## Information, Support and Regulatory Services CONTINUED

ACTIVITY INFORMATION	ESTIMATED VOLUME	2006/07 ACTUAL	2005/06 ACTUAL
Number of responses to requests for information from the public.	100–500	658	245
Number of rates rebates claims received for processing.	100,000–140,000	109,582	4,566

## revenue and output expenses

The change in budget between Main Estimates and Supp. Estimates was due to a transfer of funding to Vote Justice for Neighbourhood Support funding (-\$0.025 million), and expense transfers from 2005/06 to 2006/07 for the:

- » communication plan for the Dog Control Act (\$0.107 million)
- » implementation of new thresholds for the Rates Rebate Scheme (\$0.100 million)
- » Local Government Commission (\$0.500 million)
- » National Dog Database set up costs (\$0.250 million)
- » upgrade of Information and Technology Infrastructure (\$0.035 million).

The variance between Supp. Estimates and Actual mainly relates to:

- » timing of the Local Government Commission's Review of the Local Government and Local Electoral Amendment Acts. The Review will be completed by June 2008. An in-principle expense transfer from 2006/07 to 2007/08 of \$0.750 million has been approved.
- » an under spend for the National Dog Database due to lower than budgeted depreciation and database administration contract costs.

APPROPRIATION	ACTUAL 2006/07 \$000	MAIN ESTIMATES 2006/07 \$000	SUPP. ESTIMATES 2006/07 \$000	ACTUAL 2005/06 \$000
<b>Revenue</b>				
Revenue Crown	4,962	3,999	4,962	4,335
Revenue Other	694	653	653	329
<b>Total Revenue</b>	<b>5,656</b>	<b>4,652</b>	<b>5,615</b>	<b>4,664</b>
<b>Expenses</b>	<b>4,122</b>	<b>4,670</b>	<b>5,637</b>	<b>3,461</b>
Net Surplus/(Deficit)	1,534	(18)	(22)	1,203

# Policy Advice – Local Government

## performance information

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
Policy advice is delivered according to the policy work programme (and any subsequent amendments) as negotiated between the Minister of Local Government and the Chief Executive.	100%	100%	96%	Achieved
Policy advice is delivered in accordance with agreed policy quality criteria listed on page 102.	100%	100%	100%	Achieved
The Minister is requested to indicate his/her level of satisfaction with the quality of policy advice.	Satisfied or better	Good – Very Good	Good/Very Good	Achieved
Policy advice is delivered according to the timeframes agreed.	100%	100%	96%	Achieved
Percentage of first versions of replies to ministerial correspondence, Official Information Act 1982 requests, Ombudsman's inquiries and parliamentary questions accepted by the Minister.	95%	92%	97%	67 replies were revised in light of feedback from the Minister's office. Workload issues within the Department during two periods of the year resulted in quality assurance problems that have now been resolved.
Percentage 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%	98.8%	99%	Achieved
Percentage of draft responses to Official Information Act 1982 requests and Ombudsman's inquiries returned to the Minister's office for signature five days prior to the statutory deadline for reply.	100%	94.1%	100%	1 draft response was late following process delays.
Percentage of draft replies to parliamentary questions completed within the timeframes specified by the Minister.	100%	100%	100%	Achieved

## description

This output covers:

- » policy advice and information on local government issues. It also involves monitoring the local government system, preparing ministerial briefings and speech notes, and providing support for the Minister of Local Government, as required, in Cabinet committees, select committees, and Parliament. It also includes preparations for hosting the Commonwealth Local Government Forum 2007 Conference
- » draft replies to ministerial correspondence, Official Information Act 1982 requests, Ombudsman's inquiries and parliamentary questions addressed to the Minister of Local Government or referred from other Ministers.

This work contributes to the development of *Strong, sustainable communities/hapū/iwi*.

## Policy Advice – Local Government CONTINUED

ACTIVITY INFORMATION	ESTIMATED VOLUME	2006/07 ACTUAL	2005/06 ACTUAL
Number of replies to ministerial correspondence, Official Information Act 1982 requests and Ombudsman's inquiries, and answers to parliamentary questions.	500–1,000	837	601

## revenue and output expenses

The change in budget between Main Estimates and Supp. Estimates was due to a transfer of funding to Vote Justice for Neighbourhood Support funding (-\$0.025 million), and expense transfers from 2005/06 for the:

- » 2007 Conference of the Commonwealth Local Government Forum (\$0.100 million)
- » Auckland Infrastructure Review (\$0.225 million)
- » Support for Waitomo District Council (\$0.300 million)
- » upgrade of Information and Technology Infrastructure (\$0.341 million).

The variance between Supp. Estimates and Actual mainly relates to under expenditure on the Auckland Infrastructure Review (\$0.225 million) and Support for Waitomo District Council (\$0.100 million) projects, for which in-principle expense transfers from 2006/07 to 2007/08 have been approved.

APPROPRIATION	ACTUAL 2006/07 \$000	MAIN ESTIMATES 2006/07 \$000	SUPP. ESTIMATES 2006/07 \$000	ACTUAL 2005/06 \$000
<b>Revenue</b>				
Revenue Crown	8,259	7,317	8,258	7,201
Revenue Other	36	69	69	40
<b>Total Revenue</b>	<b>8,295</b>	<b>7,386</b>	<b>8,327</b>	<b>7,241</b>
<b>Expenses</b>	<b>7,865</b>	<b>7,386</b>	<b>8,327</b>	<b>6,278</b>
Net Surplus/(Deficit)	430	0	0	963

# Support Services to Ministers

## performance information

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
Percentage of Ministers responding to the annual satisfaction survey who assess the quality of support services provided as satisfactory or better.	85%	100%	100%	Achieved
The Minister Responsible for Ministerial Services is satisfied with the level of administration of support services provided to the Executive.	Satisfactory or better	Very good	Good	Achieved
Percentage of Ministers responding to the annual satisfaction survey who assess their satisfaction with the timeliness of services provided to them at satisfactory or better.	85%	100%	100%	Achieved

## description

This output covers:

- » providing a range of support services for Ministers, including office administration, accounting, personnel, information technology, facilities management, media and advisory services
- » managing residential accommodation provided for Ministers of the Crown, both owned and leased property.

This work contributes to ensuring *Executive Government is well supported*.

## revenue and output expenses

APPROPRIATION	ACTUAL 2006/07 \$000	MAIN ESTIMATES 2006/07 \$000	SUPP. ESTIMATES 2006/07 \$000	ACTUAL 2005/06 \$000
<b>Revenue</b>				
Revenue Crown	25,515	25,908	25,515	25,010
Revenue Other	328	338	353	274
<b>Total Revenue</b>	<b>25,843</b>	<b>26,246</b>	<b>25,868</b>	<b>25,284</b>
<b>Expenses</b>	<b>25,453</b>	<b>26,245</b>	<b>25,867</b>	<b>23,028</b>
Net Surplus/(Deficit)	390	1	1	2,256

The change in budget between Main Estimates and Supp. Estimates was mainly due to an expense transfer from 2005/06 to 2006/07 for the Upgrade of Information and Technology Infrastructure (\$0.077 million), and a transfer to Visits and Official Events Coordination for the guests of Government programme (-\$0.470 million).

# VIP Transport

## description

This output covers chauffeur-driven vehicle services for Ministers, the Leader of the Opposition, former Prime Ministers and their spouses, former Governors-General and their spouses, the judiciary and distinguished visitors, and self-drive vehicles for Ministers.

This work contributes to ensuring *Executive Government is well supported*.

## performance information

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
Number of customer complaints received regarding quality and timeliness of chauffeur-driven vehicle hires is no more than:	1 per 1,500	0.05 per 1,500	0.16 per 1,500	Achieved
Percentage of Ministers who rate their satisfaction with the transport services provided to them as satisfactory or better.	85%	100%	100%	Achieved

## revenue and output expenses

APPROPRIATION	ACTUAL 2006/07 \$000	MAIN ESTIMATES 2006/07 \$000	SUPP. ESTIMATES 2006/07 \$000	ACTUAL 2005/06 \$000
<b>Revenue</b>				
Revenue Crown	0	0	0	0
Revenue Other	7,042	7,175	7,191	6,310
<b>Total Revenue</b>	<b>7,042</b>	<b>7,175</b>	<b>7,191</b>	<b>6,310</b>
<b>Expenses</b>	<b>7,082</b>	<b>7,175</b>	<b>7,207</b>	<b>6,339</b>
Net Surplus/(Deficit)	(40)	0	(16)	(29)

# Visits and Official Events Coordinaton

## performance information

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
Percentage of visit programme content and logistics arranged to reflect visit objectives.	100%	100%	100%	Achieved Survey forms sent out on completion of each assignment
Percentage of Ministers who rate their satisfaction with the quality of arrangements for ministerial and State functions as satisfied or better. (Only Ministers sponsoring ministerial and State functions are surveyed.)	85%	100%	100%	Achieved Survey forms sent out on completion of each assignment
Percentage of Ministers who rate their satisfaction with the coordination and management of official events as satisfactory or better. (Only Ministers with responsibility for hosting events are surveyed.)	85%	94%	99.95%	Achieved Survey forms sent out on completion of each assignment

## description

This output covers services supporting:

- » visits by guests of Government
- » receptions at international airports for the Governor-General, Ministers and guests of Government
- » State and ministerial functions
- » commemorative events
- » national anniversaries.

This work contributes to ensuring *Executive Government is well supported*.

## revenue and output expenses

APPROPRIATION	ACTUAL 2006/07 \$000	MAIN ESTIMATES 2006/07 \$000	SUPP. ESTIMATES 2006/07 \$000	ACTUAL 2005/06 \$000
<b>Revenue</b>				
Revenue Crown	3,876	3,396	3,876	3,515
Revenue Other	18	17	17	15
<b>Total Revenue</b>	<b>3,894</b>	<b>3,413</b>	<b>3,893</b>	<b>3,530</b>
<b>Expenses</b>	<b>3,873</b>	<b>3,414</b>	<b>3,894</b>	<b>3,308</b>
Net Surplus/(Deficit)	21	(1)	(1)	222

The change in budget between Main Estimates and Supp. Estimates was mainly due to a transfer from Support Services to Ministers for the guests of Government programme (\$0.470 million).

# Policy Advice – Racing

## description

This output covers:

- » policy advice and information on matters relating to racing and sports betting and on the racing industry generally. Policy advice also involves preparing ministerial briefings and speech notes, and providing support for the Minister for Racing, as required, in Cabinet committees, select committees and Parliament
- » draft replies to ministerial correspondence, Official Information Act 1982 requests, Ombudsman’s inquiries and parliamentary questions addressed to the Minister for Racing or referred from other Ministers.

This work contributes to the development of *Safer communities*.

## performance information

RESULTS INFORMATION	PERFORMANCE STANDARD	2006/07 ACTUAL	2005/06 ACTUAL	COMMENT
Policy advice is delivered according to the policy work programme (and any subsequent amendments) as negotiated between the Minister for Racing and the Chief Executive.	100%	100%	100%	Achieved
Policy advice is delivered in accordance with agreed policy quality criteria as listed on page 102.	100%	100%	100%	Achieved
The Minister is requested to indicate his/her level of satisfaction with the quality of policy advice.	Satisfied or better	Very good	Very good	Achieved
Policy advice is delivered according to the timeframes agreed.	100%	100%	100%	Achieved
Percentage of first versions of replies to ministerial correspondence, Official Information Act 1982 requests, Ombudsman’s inquiries and parliamentary questions accepted by the Minister.	95%	100%	100%	Achieved
Percentage 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
Percentage of draft responses to Official Information Act 1982 requests and Ombudsman’s inquiries returned to the Minister’s office for signature five days prior to the statutory deadline for reply.	100%	100%	100%	Achieved
Percentage of draft replies to parliamentary questions completed within the timeframes specified by the Minister.	100%	100%	100%	Achieved

ACTIVITY INFORMATION	ESTIMATED VOLUME	2006/07 ACTUAL	2005/06 ACTUAL
Number of replies to ministerial correspondence, Official Information Act 1982 requests and Ombudsman’s inquiries, and answers to parliamentary questions.	50–100	44	49

## revenue and output expenses

APPROPRIATION	ACTUAL 2006/07 \$000	MAIN ESTIMATES 2006/07 \$000	SUPP. ESTIMATES 2006/07 \$000	ACTUAL 2005/06 \$000
<b>Revenue</b>				
Revenue Crown	212	212	212	298
Revenue Other	1	4	4	1
<b>Total Revenue</b>	<b>213</b>	<b>216</b>	<b>216</b>	<b>299</b>
<b>Expenses</b>				
Net Surplus/(Deficit)	9	(1)	(1)	119

# Policy Advice Quality Criteria

In fulfilling the aim to produce policy advice that meets the needs of Ministers, the Department requires that, to the extent to which time and cost-effectiveness considerations permit, policy advice produced within Vote Internal Affairs, Vote Ministerial Services, Vote Emergency Management, Vote Local Government, Vote Community and Voluntary Sector and Vote Racing meet the following quality criteria.

## Purpose

Policy papers should be short (where practicable), succinct and clearly focused on decisions required from Ministers.

## Consistency

The advice takes account of other Government policies and decisions, and is consistent with the principles of the Treaty of Waitangi.

## Logic

The assumptions behind the advice are explicit and argument is logical and supported by the facts.

## Accuracy

The facts in the papers are legally and statistically accurate and all material facts and sources are included. Where appropriate, the advice includes sound legal opinion.

## Options

An appropriate range of options is presented. Each option is assessed in terms of the benefits and costs for the Government, the economy, the community sector and all other relevant parties. The information provided has sufficient range and depth.

## Consultation

There is evidence of adequate consultation with other Government agencies and other affected parties and possible objections to proposals are identified.

## Practicality

The problems of implementation, technical feasibility, timing and consistency with other policies have been considered. Where appropriate, the advice considers the impact on the lives of New Zealanders.

## Presentation

The length and format of Cabinet papers meet Ministerial and Cabinet Office requirements. All papers and briefings are in accordance with the Department's Policy Quality Assurance guidelines. All presentations to Ministers are in accordance with Ministerial preference for style and format. All key facts, and recommendations are on the first page. All material is effectively, concisely and clearly presented, has short sentences in plain English, and is free of grammatical or numerical errors.

## Impartiality

The Department of Internal Affairs strives to provide professional, impartial and comprehensive advice to Ministers, and to alert Ministers to the possible consequences of following particular policies, whether or not such advice accords with the Minister's views.