



## introduction

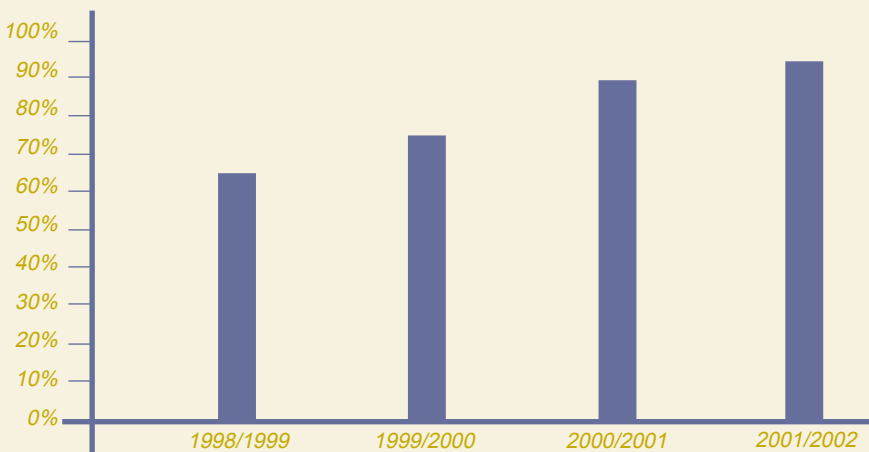
This part of the Annual Report addresses the non-financial and financial performance of each of the Department's output classes.

### *Performance Measures*

This section details achievements against the outputs and performance measures described in the Departmental Forecast Report and Purchase Agreements for the 2001/02 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 209 performance measures for the year ended June 2002 with 95% of these being achieved (excluding demand-driven measures). This continues a trend of ongoing improvement in output performance.

### *% of SSP measures achieved*



### *Revenues and Costs*

A financial analysis is provided for each output class and is broken down into revenue Crown and revenue third parties. Operational expenditure is provided for each output and is broken down into actual, Main Estimates, Supplementary Estimates and 2000/01 actual.



## 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 65 to 164) fairly reflects the financial position and operations of the Department of Internal Affairs for the year ended 30 June 2002.

Christopher Blake  
Secretary for Internal Affairs

Ben Bush  
General Manager  
Finance and Performance

Date: 27 September 2002



# report of the Auditor-General

*To the readers of the financial statements of the Department of Internal Affairs for the year ended 30 June 2002.*

We have audited the financial statements on pages 65 to 164. 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 2002. This information is stated in accordance with the accounting policies set out on pages 125 to 129.

## *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 in New Zealand that fairly reflect the financial position of the Department of Internal Affairs as at 30 June 2002, the results of its operations and cash flows and service performance achievements for the year ended on that date.

## *Auditor's responsibilities*

Section 15 of the Public Audit Act 2001 and section 38(1) of the Public Finance Act 1989 require the Auditor-General to audit the financial statements presented by the Chief Executive. It is the responsibility of the Auditor-General to express an independent opinion on the financial statements and report that opinion to you.

The 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 the Auditing Standards published by the Auditor-General, which incorporate 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.

We have carried out taxation compliance services for the Department. Other than these assignments and in our capacity as auditor acting on behalf of the 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 65 to 164:

- comply with generally accepted accounting practice in New Zealand; and
- fairly reflect:
  - the Department of Internal Affairs' financial position as at 30 June 2002;
  - the results of its operations and cash flows for the year ended on that date; and
  - its 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 27 September 2002 and our unqualified opinion is expressed as at that date.

S B Lucy

Audit New Zealand

On behalf of the Auditor-General

Wellington, New Zealand



**Audit New Zealand**  
AUDIT AND ASSURANCE SERVICES



## vote community and voluntary sector

### *D1 – Policy Advice - Community*

#### Description

This output class involves:

The provision of policy advice with a community development perspective, the provision of ministerial services and the preparation of ministerial briefings and speech notes. It includes support for the Minister as required in Cabinet committees, select committees and Parliament. Ministerial services also involves the provision of draft replies to Ministerial correspondence, Official Information Act 1982 requests, Ombudsman's enquiries and to parliamentary questions addressed to the Minister Responsible for Community and Voluntary Sector or referred from other Ministers.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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#### Performance Measures for Community Policy Advice are:

Policy advice will be delivered according to the policy work programme in the 2001/02 Purchase Agreement (and any subsequent amendments) as negotiated between the Minister for Community and Voluntary Sector and the Chief Executive.	100%	100%	New measure	Achieved - refer to page 67.
Policy advice delivered in accordance with agreed policy quality criteria.	100%	100%	New measure	Achieved.
Ministerial satisfaction with the quality of policy advice is 7 or above on a scale of 1 to 9 where 1 is "very poor" and 9 is "outstanding". The assessment mechanism will be a 6 monthly survey.	7	8	New measure	Not achieved. A response to the second survey was not received given the calling of an early election.
Policy advice is delivered according to the timeframes agreed.	100%	100%	New measure	Achieved.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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### Performance Measures for Community and Voluntary Sector Ministerial

#### Correspondence and Questions are:

Number of replies to ministerial correspondence.	30 - 50	78	New measure	There were no particular issues that resulted in a higher than expected volume of ministerial correspondence.
Number of responses to Official Information Act requests and Ombudsman's enquiries.	0 - 10	0	New measure	There were no OIA requests or Ombudsman's enquiries.
Number of answers to parliamentary questions.	10 - 30	11	New measure	
Percentage of first versions of replies to ministerial correspondence, Official Information Act requests, Ombudsman's enquiries and parliamentary questions accepted by the Minister.	95%	99%	New measure	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.	95%	99%	New measure	Achieved.
Percentage of draft responses to Official Information Act requests and Ombudsman's enquiries returned to the Minister's office for signature two days prior to the statutory deadline for reply.	100%	N/A	New measure	There were no OIA requests or Ombudsman's enquiries.
Percentage of draft replies to parliamentary questions completed within the time frames specified by the Minister.	100%	100%	New measure	Achieved.

## Key Policy Work Programme Projects

Advice on Refocusing the Community Organisation Grants Scheme.	Presented to Minister June 2002.
Options for the Future Directions of the Lottery Grants Board.	Presented to Minister June 2002.
Development of a Community Development Framework.	Presented to Minister April 2002.
Contribution to the Community and Voluntary Sector Steering Group - co-ordinated Resourcing Report.	Report presented to the Steering Group and Minister June 2002.
Contribution to Volunteers and Volunteering Policy Project (Ministry of Social Development led).	Completed May 2002.

## Revenue and Expenses

	Actual	Main	Supp	Actual
	2001/02	Estimates	Estimates	2000/01
	GST Excl	GST Excl	GST Excl	GST Excl
	\$000	\$000	\$000	\$000
<b>Revenue</b>				
Revenue Crown	615	437	615	428
Revenue Third Parties	0	0	0	0
<b>Total Revenue</b>	<b>615</b>	<b>437</b>	<b>615</b>	<b>428</b>
<b>Expenses</b>				
Community Policy Advice <sup>5</sup>	562	418	562	409
Ministerial Correspondence and Questions <sup>1</sup>	50	19	53	19
<b>Total Expenses</b>	<b>612</b>	<b>437</b>	<b>615</b>	<b>428</b>
Net Surplus/Deficit	3	0	0	0
	GST Inclusive	GST Inclusive	GST Inclusive	GST Inclusive
<b>Total Appropriation</b>	<b>689</b>	<b>492</b>	<b>692</b>	<b>482</b>

<sup>5</sup> In 2000/01 these outputs were reported in Vote Internal Affairs, output class D1.



# vote community and voluntary sector

## D2 – Administration of Grants

### Description

This output class involves:

The provision of information and assistance to prospective grant applicants and the processing, assessment and monitoring of grant applications. The Department also provides administration, training and support services to boards and grant distribution committees. Services cover the following schemes:

- Lottery grants
- Crown funded grants
- Crown trusts and fellowships.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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### Performance Measures for Administration of Applications and Grants are:

Number of applications received.	9,000 – 11,000	9,919	New measure	
Number of grants disbursed.	5,400 – 6,700	9,068	New measure	
The percentage of grant disbursements completed accurately is no less than:	95%	99.8%	88%	Achieved. The significant improvement in performance is the result of enhancements to the system for measuring the accuracy of grant disbursements.

<b>Quantity, Quality and Timeliness</b>	<b>Standard</b>	<b>2001/02 Actual</b>	<b>2000/01 Actual</b>	<b>Comment</b>
The percentage of respondents to a customer survey who rate their satisfaction with the quality of the grant administration process at 6 or above on a scale of 1 to 9 where 1 is "very poor" and 9 is "outstanding" is no less than:	75%	N/A	New measure	Not yet completed.
The percentage of complete and eligible applications received before the advertised closing date which are presented to the next decision making meeting is no less than:	95%	100%	100%	Achieved.
On receipt of committee approval and completed client documentation, payment is made to 99% of grant recipients within 10 working days.	99%	99.1%	98%	Achieved.

### **Performance Measures for Administration and Advisory Services to Committees**

#### **are:**

Number of applications considered by committees	8,100 – 9,900	9,350	New measure	
The percentage of respondents to a survey of committee members who rate their satisfaction with the quality of administration and advisory service provided at 7 or above on a scale 1 to 9, where 1 is "very poor" and 9 is "outstanding" is no less than:	75%	90.4%	83%	Achieved. Improvements in quality assurance mechanisms within the department have resulted in improved performance.

## Revenue and Expenses

	Actual	Main	Supp	Actual
		Estimates	Estimates	
	2001/02	2001/02	2001/02	2000/01
	GST Excl	GST Excl	GST Excl	GST Excl
	\$000	\$000	\$000	\$000
<b>Revenue</b>				
Revenue Crown	3,075	2,284	3,075	2,406
Revenue Third Parties	7,343	7,089	7,396	7,148
<b>Total Revenue</b>	<b>10,418</b>	<b>9,373</b>	<b>10,471</b>	<b>9,554</b>
<b>Expenses</b>				
Administration of Applications and Grants <sup>6</sup>	3,171	2,598	3,202	2,419
Administration and Advisory Services to Committees <sup>7</sup>	7,212	6,775	7,269	7,049
<b>Total Expenses</b>	<b>10,383</b>	<b>9,373</b>	<b>10,471</b>	<b>9,468</b>
Net Surplus/Deficit	35	0	0	86
	GST Inclusive	GST Inclusive	GST Inclusive	GST Inclusive
<b>Total Appropriation</b>	<b>11,677</b>	<b>10,545</b>	<b>11,780</b>	<b>10,662</b>

<sup>6</sup> In 2000/01 the output for Administration and Application of Grants was reported under Vote Internal Affairs Output Class D3 Administration of Grants.

<sup>7</sup> In 2000/01 the output for Administration and Advisory Services to Committees was reported under Vote Internal Affairs Output Class D2 Administration and Advisory Support Services.



## vote community and voluntary sector

### *D3 – Community Advisory Services*

#### Description

This output class involves:

A community-based advisory service providing information to enable community groups to more effectively meet the needs of individuals, groups and agencies. This includes taking an e-government approach to the production and maintenance of community publications, websites, databases and directories.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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#### Performance Measures for Development Assistance to Community Groups are:

Number of community organisations assisted during the year.	750 – 1,750	923	New measure	
The percentage of respondents to a customer survey who rate their satisfaction with the quality of advice at 7 or above on a scale of 1 to 9 where 1 is “very poor” and 9 is “outstanding” is no less than:	75%	N/A	New measure	Not yet completed.
The percentage of respondents to a customer survey who rate their satisfaction with the timeliness of advice provided at 7 or greater on a scale 1 to 9, where 1 is “very poor” and 9 is “outstanding” is no less than:	75%	N/A	New measure	Not yet completed.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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**Performance Measures for Information Services to the Community Sector are:**

The percentage of respondents to a customer survey who rate their satisfaction with the quality of information resources at 7 or above on a scale of 1 to 9 where 1 is "very poor" and 9 is "outstanding" is no less than:	75%	75%	87%	Achieved. The Department is updating the CommunityNet Aotearoa website to address respondent requests for increased content.
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**Revenue and Expenses**

	Actual 2001/02 GST Excl \$000	Main Estimates 2001/02 GST Excl \$000	Supp Estimates 2001/02 GST Excl \$000	Actual 2000/01 GST Excl \$000
<b>Revenue</b>				
Revenue Crown	3,519	4,379	3,519	4,611
Revenue Third Parties	101	452	137	17
<b>Total Revenue</b>	<b>3,620</b>	<b>4,831</b>	<b>3,656</b>	<b>4,628</b>
<b>Expenses</b>				
Development Assistance to Community Groups <sup>8</sup>	2,247	2,504	2,300	2,576
Information Services to the Community Sector <sup>8</sup>	1,347	2,327	1,356	1,818
<b>Total Expenses</b>	<b>3,594</b>	<b>4,831</b>	<b>3,656</b>	<b>4,394</b>
Net Surplus/Deficit	26	0	0	234
	GST Inclusive	GST Inclusive	GST Inclusive	GST Inclusive
<b>Total Appropriation</b>	<b>4,043</b>	<b>5,435</b>	<b>4,113</b>	<b>4,973</b>

<sup>8</sup> In 2000/01 the outputs were included in Vote Internal Affairs Output Class D4 Community Advisory and Information Services to the Public.



# vote emergency management

## *D1 – Policy Advice - Emergency Management*

### Description

This output class involves:

The provision of strategic policy development and policy advice on risk management, civil defence and emergency management frameworks, procedures and operations; the drafting of replies to ministerial correspondence, parliamentary questions, Official Information Act requests and Ombudsman's enquiries and the preparation of briefing and speech notes.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
<b>Performance Measures for Emergency Management Policy Advice are:</b>				
Policy advice will be delivered according to the policy work programme in the 2001/02 Purchase Agreement (and any subsequent amendments) as negotiated between the Minister of Civil Defence, the Chief Executive and the Director.	100%	100%	100%	Achieved – refer to page 75.
Policy advice delivered in accordance with agreed policy quality criteria.	100%	100%	100%	Achieved.
Ministerial satisfaction with the quality of policy advice is 7 or above on a scale of 1 to 9 where 1 is "very poor" and 9 is "outstanding". The assessment mechanism will be a 6 monthly survey.	7	8	7.5	Achieved.
Policy advice is delivered according to the timeframes agreed.	100%	100%	100%	Achieved.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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**Performance Measures for Emergency Management Ministerial Correspondence and Questions are:**

Number of replies to ministerial correspondence.	40 – 60 <sup>9</sup>	12	38	
Number of responses to Official Information Act requests and Ombudsman's inquiries.	0 – 10	2		New measure
Number of answers to parliamentary questions.	30 – 50	48	37	
Percentage of first versions of replies to ministerial correspondence, Official Information Act requests, Ombudsman's enquiries and parliamentary questions accepted by the Minister.	95%	96%	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.	100%	100%	100%	Achieved.
Percentage of draft responses to Official Information Act requests and Ombudsman's enquiries returned to the Minister's office for signature two 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.

<sup>9</sup> This standard was changed to 12-60 with agreement of the Minister in the Department's Purchase Agreement in March 2002.

## Key Policy Work Programme Projects

Initial draft National Civil Defence Emergency Management (CDEM) Strategy.	Approved for government sector consultation April 2002.
Draft paper on options for use of the Government's allocation of \$1 million for local authority CDEM capability.	Paper ready for consultation with sector which will progress following enactment of the CDEM Bill.
Amendments to National Civil Defence Plan.	New Recovery Plan approved by Minister on 22 May 2002.
CDEM Regulations drafted.	Awaiting enactment of CDEM Bill.
Communications Strategy developed.	Explanatory booklet approved by Minister.
Supplementary Order Papers prepared on specific issues arising from the Bill.	
Solution facilitated to issues relating to Waihi subsidence.	
Funding package approved for Thames Coromandel after flooding.	

## Revenue and Expenses

	Actual 2001/02 GST Excl \$000	Main Estimates 2001/02 GST Excl \$000	Supp Estimates 2001/02 GST Excl \$000	Actual 2000/01 GST Excl \$000
<b>Revenue</b>				
Revenue Crown	789	841	789	847
Revenue Third Parties	14	21	14	1
<b>Total Revenue</b>	<b>803</b>	<b>862</b>	<b>803</b>	<b>848</b>
<b>Expenses</b>				
Emergency Management Policy Advice	684	766	710	743
Ministerial Correspondence and Questions	90	95	93	89
<b>Total Expenses</b>	<b>774</b>	<b>861</b>	<b>803</b>	<b>832</b>
Net Surplus/Deficit	29	1	0	16
	GST Inclusive	GST Inclusive	GST Inclusive	GST Inclusive
<b>Total Appropriation</b>	<b>874</b>	<b>969</b>	<b>903</b>	<b>938</b>



# vote emergency management

## *D2 – Support Services, Information and Education*

### Description

This output class involves:

The development and implementation of structures and policies and assisting with the delivery of best practice approaches to civil defence and emergency management. This includes the provision of support, monitoring, information, frameworks, guidelines and professional development to the civil defence and emergency management sector, and the assessment of local capability through local civil defence plans.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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### 76 Performance Measures for Emergency Sector Support Services are:

Visits and meetings to provide advice and assistance on civil defence and emergency management to stakeholders.	800 – 1,000	1,133	934	
Status and quality of regional and unitary authority civil defence plans. A minimum of 5 plans assessed.	5	5	New measure	Achieved.
Participation in and evaluation of stakeholder exercises. A minimum of 8 stakeholder exercises.	8	23	New measure	Achieved. This activity was given more focus as the Bill became less likely to be passed in 2001/02.
The percentage of respondents to a customer survey who rate their satisfaction with the quality and timeliness of the advice and assistance services, at 7 or above on a scale of 1 to 9 where 1 is “very poor” and 9 is “outstanding” is no less than:	75%	52%	62%	Not achieved. 75% of respondents rated their satisfaction at 6 or above. High turnover of Ministry staff was identified as a possible contributor to the result.

<b>Quantity, Quality and Timeliness</b>	<b>Standard</b>	<b>2001/02 Actual</b>	<b>2000/01 Actual</b>	<b>Comment</b>
The percentage of plans assessed in terms of established criteria is:	100%	100%		Achieved.
<b>Performance Measures for Community Information are:</b>				
Research, production and distribution. A minimum of 6 stakeholder resource items.	6	11	8	Achieved.
Website coverage. An average of 12,000 site hits per month.	12,000	22,917	New measure	
The percentage of respondents to a customer survey who rate their satisfaction with the quality of stakeholder resources at 7 or above on a scale of 1 to 9 where 1 is "very poor" and 9 is "outstanding" is no less than:	75%	50%	52%	Not achieved. 80% rated their satisfaction at 6 or above. The main driver for ratings lower than 7 out of 9 was a wish for the Ministry to be more involved in public education through the provision of brochures and coordination.
Frequency of Ministry of Civil Defence and Emergency Management website updates. Website updated at least once every month.	1 per month	110 updates in year	40 updates in year	Achieved. The Ministry launched a new website during the year. Historical material has since been added, new material is added as published, and existing material has been reviewed and updated.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
<b>Performance Measures for Professional Development are:</b>				
Production of a joint agency assessment schedule for Co-ordinated Incident Management System (CIMS). Schedule to be completed:	By 30 June 2002		New measure	This measure was deleted from the Department's Purchase Agreement with approval from the Minister in March 2002.
Co-ordinated Incident Management System schedule achieves New Zealand Qualifications Framework Level 6.	Level 6		New measure	This measure was deleted from the Department's Purchase Agreement with approval from the Minister in March 2002.
Training and Assessment package to support National Qualifications Framework unit standard 7331 (Managing Logistics in an Emergency) produced. <sup>10</sup>	By 30 June 2002	Completed	New measure	Achieved. Completed June 2002.
Delivery of nationally directed education and training programmes. Four programmes by 30 June 2002	4	4	New measure	Achieved.
Assistance with local authority Civil Defence Emergency Management education activities. A minimum of six activities by 30 June 2002.	6	6	New measure	Achieved.
Organisation and delivery of national Civil Defence Emergency Management forum ("Director's Forum"). One forum by 30 June 2002.	1	1	New measure	Achieved. Forum held in May 2002.

<sup>10</sup> This measure replaced two that were deleted from the Department's Purchase Agreement, with agreement of the Minister in March 2002.

<b>Quantity, Quality and Timeliness</b>	<b>Standard</b>	<b>2001/02 Actual</b>	<b>2000/01 Actual</b>	<b>Comment</b>
Nationally directed education and training programmes: The percentage of programme attendees who rate their satisfaction with the quality of programmes at 7 or above on a scale of 1 to 9 where 1 is "very poor" and 9 is "outstanding" is no less than:	75%	76%	New measure	Achieved.
Local authority Civil Defence Emergency Management education activities: Percentage of service delivered in accordance with the specifications agreed with the local authorities involved.	100%	100%	New measure	Achieved.
National Civil Defence Emergency Management forum: The percentage of forum attendees who rate their satisfaction with the quality of the forum at 7 or above on a scale of 1 to 9 where 1 is "very poor" and 9 is "outstanding" is no less than:	75%	89%	New measure	Achieved.

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

Development of Director's Guidelines for Civil Defence Emergency Management Groups.	3	3	3	Achieved.
Delivery of seminars on Civil Defence Emergency Management Bill implementation issues. A minimum of three seminars.	3	0	New measure	Not achieved. The seminars were not delivered because the Civil Defence Emergency Management Bill was not enacted prior to the end of the financial year.
Development of the new National Civil Defence Emergency Management Plan. Outline Plan completed and distributed to government agencies and utilities by:	30 June 2002	Completed and distributed	New measure	Achieved. Distributed in June 2002.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
Development of an implementation plan for national capability. Development of plan completed by:	30 June 2002	Completed	New measure	Achieved. Completed in June 2002.

## Revenue and Expenses

	Actual 2001/02 GST Excl \$000	Main Estimates 2001/02 GST Excl \$000	Supp Estimates 2001/02 GST Excl \$000	Actual 2000/01 GST Excl \$000
<b>Revenue</b>				
Revenue Crown	2,868	2,387	2,868	2,559
Revenue Third Parties	124	103	124	6
<b>Total Revenue</b>	<b>2,992</b>	<b>2,490</b>	<b>2,992</b>	<b>2,565</b>
<b>Expenses</b>				
Emergency Sector Support Services	818	1,152	797	1,193
Community Information	102	167	107	163
Professional Development	494	609	528	622
Implementation of Civil Defence and Emergency Management Framework	1,575	563	1,560	568
<b>Total Expenses</b>	<b>2,989</b>	<b>2,491</b>	<b>2,992</b>	<b>2,546</b>
Net Surplus/Deficit	3	(1)	0	19
	GST Inclusive	GST Inclusive	GST Inclusive	GST Inclusive
<b>Total Appropriation</b>	<b>3,363</b>	<b>2,802</b>	<b>3,366</b>	<b>2,867</b>



## vote emergency management

### *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 co-ordination and management of the response to, and recovery from, emergencies that are beyond the scope of local civil defence and emergency management organisations. This output class includes maintaining the National Emergency Operations Centre (NEOC) in a state of readiness, including ensuring an appropriate level of national event management training within the Ministry of Civil Defence and Emergency Management.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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#### Performance Measures for Monitoring of Emergency Events are:

Monitoring of events and incidents that have the potential to lead to Civil Defence Emergency declarations.	200 – 300	354	343	
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Where alerts or warnings are issued, the percentage of local authorities who indicate their satisfaction with quality and timing of alerts and warnings of emergency events at 7 or above on a scale of 1 to 9 where 1 is “very poor” and 9 is “outstanding” is no less than:	75%	N/A	N/A	Not measured as alerts of emergency events took place on 21 June 2002.
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Percentage of alerts and warnings of events likely to lead to an emergency issued within sixty minutes after the identification of the pending event is:	100%	100%	No alerts	Achieved.
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Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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**Performance Measures for Management of Readiness for National Emergencies are:**

Testing of alternate communications and the national warning system. A minimum of 56 checks conducted during the year.	56	56	Achieved	Achieved.
Maintenance of the NEOC facility. Systems checks conducted at least monthly.	Monthly	Monthly	New measure	Achieved.
Testing of alternate communications and the national warning system. Percentage of deficiencies remedied within seven days of identification of the deficiency is:	100%	N/A	75%	No deficiencies were identified.
Implementation of the urban search and rescue plan. Percentage of Stage 1 of the plan implemented by 30 June 2002.	100%	100%	New measure	Achieved.

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

Number of declared civil defence emergencies requiring co-ordination and/or management of a Central Government response.	0 – 10	2	0	Civil defence emergencies were declared in Thames/ Coromandel and South Waikato in late June 2002.
Management of Central Government response to declared civil defence emergencies. Percentage of responses managed in accordance with criteria outlined in the current National Civil Defence Plan is:	100%	100%	N/A	Achieved.
Ministerial satisfaction with the quality and timeliness of briefings is 7 on a scale of 1 to 9 where 1 is “very poor” and 9 is “outstanding”. The assessment mechanism will be a survey undertaken if an emergency is declared.	7	N/A	N/A	Survey not undertaken as the declarations took place on 21 June 2002.

<b>Quantity, Quality and Timeliness</b>	<b>Standard</b>	<b>2001/02 Actual</b>	<b>2000/01 Actual</b>	<b>Comment</b>
Provision of briefings to the Minister. Percentage of preliminary briefings provided within 24 hours after the declaration of a civil defence emergency.	100%	100%	N/A	Achieved.

### Performance Measures for Management of Recovery Support are:

Number of emergency events requiring management of Central Government activity in regard to recovery support.	0 – 10	0	0	Thames/ Coromandel and South Waikato declared emergencies on 21 June 2002. Recovery support was not required prior to the end of the financial year.
Percentage of recovery processes managed in accordance with criteria set out in the National Civil Defence Plan.	100%	N/A	N/A	See above.
Percentage of recovery claims processed in accordance with National Disaster Recovery Plan principles.	100%	N/A	New measure	No recovery claims received.
Ministerial satisfaction with the quality and timeliness of recovery management services is 7 or above on a scale of 1 to 9 where 1 is “very poor” and 9 is “outstanding”. The assessment mechanism will be a survey undertaken if recovery services are provided.	7	N/A	N/A	No recovery services were provided.

## Revenue and Expenses

	Actual	Main	Supp	Actual
		Estimates	Estimates	
	2001/02	2001/02	2001/02	2000/01
	GST Excl	GST Excl	GST Excl	GST Excl
	\$000	\$000	\$000	\$000
<b>Revenue</b>				
Revenue Crown	986	1,403	986	1,471
Revenue Third Parties	2	14	0	1
<b>Total Revenue</b>	<b>988</b>	<b>1,417</b>	<b>986</b>	<b>1,472</b>
<b>Expenses</b>				
Monitoring of Emergency Events	177	374	177	389
Management of Readiness for National Emergencies	126	72	127	79
Co-ordination and Management of Central Government Response	518	683	525	710
Management of Recovery Support	153	287	157	279
<b>Total Expenses</b>	<b>974</b>	<b>1,416</b>	<b>986</b>	<b>1,457</b>
Net Surplus/Deficit	14	1	0	15
	GST Inclusive	GST Inclusive	GST Inclusive	GST Inclusive
<b>Total Appropriation</b>	<b>1,097</b>	<b>1,593</b>	<b>1,109</b>	<b>1,641</b>



## vote internal affairs

### *D1 – Policy Advice - Internal Affairs*

#### Description

This output class involves:

The provision of advice and information on matters relating to gaming, censorship, fire, building and the performance of Crown entities. Policy advice also involves preparation of ministerial briefings and speech notes and the provision of support for the Minister of Internal Affairs as required in cabinet committees, select committees and Parliament

The provision of draft replies to Ministerial correspondence, Official Information Act 1982 requests, Ombudsman's enquiries, and parliamentary questions addressed to the Minister of Internal Affairs or referred from other Ministers.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
<b>Performance Measures for Internal Affairs Policy Advice are:</b>				
Policy advice will be delivered according to the policy work programme in the 2001/02 Purchase Agreement (and any subsequent amendments) as negotiated between the Minister of Internal Affairs and the Chief Executive.	100%	100%	100%	Achieved - refer to page 87.
Policy advice delivered in accordance with agreed policy quality criteria.	100%	100%	100%	Achieved.
Ministerial satisfaction with the quality of policy advice is 7 or above on a scale of 1 to 9 where 1 is "very poor" and 9 is "outstanding". The assessment mechanism will be a 6 monthly survey.	7	9	8	Achieved.
Policy advice is delivered according to the timeframes agreed.	100%	100%	New measure	Achieved.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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### Performance Measures for Internal Affairs Ministerial Correspondence and

#### Questions are:

Number of replies to ministerial correspondence.	300 – 600	295	538	The actual volume is only marginally below the target range. This is a demand driven indicator.
Number of responses to Official Information Act requests and Ombudsman's enquiries.	25 – 35	22	34	The actual volume is only marginally below the target range. This is a demand driven indicator.
Number of answers to parliamentary questions.	200 – 300 <sup>11</sup>	227	171	
Percentage of first versions of replies to ministerial correspondence, Official Information Act requests, Ombudsman's enquiries and parliamentary questions accepted by the Minister.	95%	100%	99.7%	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.	95%	100%	95.7%	Achieved.
Percentage of draft responses to Official Information Act requests and Ombudsman's enquiries returned to the Minister's office for signature two days prior to the statutory deadline for reply.	100%	100%	97.1%	Achieved.
Percentage of draft replies to parliamentary questions completed within the timeframes specified by the Minister.	100%	100%	97.2%	Achieved.

<sup>11</sup> This standard was changed to 100-300 with agreement of the Minister in the Department's Purchase Agreement in March 2002.

## Key Policy Work Programme Projects

The Gaming Review was completed, and the Responsible Gambling Bill ready for final deliberation by the Government Administration Committee when Parliament was dissolved. The Bill has been carried over to the next Parliament.

Proposals for changes to Fire Service funding were provided to the Minister.

The Building Act Compliance Review was completed, and policy papers prepared.

Advice provided on the performance of Crown entities for which the Minister of Internal Affairs is responsible, plus appointments to statutory boards and trusts.

A new enactment timetable will be discussed with the incoming Minister of Internal Affairs.

Decisions on progressing the review will be made by the incoming Minister for Internal Affairs.

Cabinet papers will be presented to the incoming Minister of Internal Affairs.

Ongoing throughout the year.

## Revenue and Expenses

	Actual	Main	Supp	Actual
	2001/02	2001/02	2001/02	2000/01
	GST Excl	GST Excl	GST Excl	GST Excl
	\$000	\$000	\$000	\$000
<b>Revenue</b>				
Revenue Crown	2,138	2,203	2,138	2,151
Revenue Third Parties	1	0	0	0
<b>Total Revenue</b>	<b>2,139</b>	<b>2,203</b>	<b>2,138</b>	<b>2,151</b>
<b>Expenses</b>				
Internal Affairs Policy Advice	1,447	1,592	1,447	1,519
Advice on Crown entity				
Performance and Appointments	492	385	495	403
Ministerial Correspondence and Questions	176	229	196	187
<b>Total Expenses</b>	<b>2,115</b>	<b>2,206</b>	<b>2,138</b>	<b>2,109</b>
Net Surplus/Deficit	24	(3)	0	42
	GST Inclusive	GST Inclusive	GST Inclusive	GST Inclusive
<b>Total Appropriation</b>	<b>2,382</b>	<b>2,481</b>	<b>2,405</b>	<b>2,378</b>



# vote internal affairs

## D2 – Information and Advisory Services

### Description

This output class involves:

The provision of the New Zealand Gazette and the authentication of official documents. This output class also provides for information, advisory and support services to Commissions of Inquiry (when warranted) and the Office of the Clerk of the Writs.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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### Performance Measures for New Zealand Gazette are:

Number of editions of the New Zealand Gazette published:				
Principal editions	49	49	104	Achieved.
Customs editions	47	47	editions	
Special editions	2	5	total	
Lists and supplements	All	All		
	requested	requested		
Number of complaints concerning typesetting errors where published text is inconsistent with text supplied by client. On average no more than 1 complaint per month.	1	5	1	Achieved.
	complaint	complaints	error in	
	per	in 12	12	
	month	months	months	
Percentage of Principal & Customs editions available at retail outlets by the applicable deadline.	100%	100%	100%	Achieved.

<b>Quantity, Quality and Timeliness</b>	<b>Standard</b>	<b>2001/02 Actual</b>	<b>2000/01 Actual</b>	<b>Comment</b>
<b>Performance Measures for Commissions of Inquiry are:</b>				
Commissioners' rating of the quality of services provided is an average of 7 or greater on a scale of 1 to 9 where 1 is "very poor" and 9 is "outstanding".	7	N/A	7.3	Royal Commission on Genetic Modification was dis-established on 28 July 2001 following the presentation of their report. Commissioners were surveyed last financial year.
Commissioners' rating of the timeliness of services provided is an average of 7 or greater on a scale of 1 to 9, where 1 is "very poor" and 9 is "outstanding".	7	N/A	7.3	As above.
<b>Performance Measures for Constitutional Services are:</b>				
Percentage of documentation accepted concerning general and by-elections.	100%	N/A	N/A	The Clerk of the Writs function was transferred in February 2002 under the Electoral Amendment Act 2002.

## Revenue and Expenses

	Actual	Main	Supp	Actual
		Estimates	Estimates	
	2001/02	2001/02	2001/02	2000/01
	GST Excl	GST Excl	GST Excl	GST Excl
	\$000	\$000	\$000	\$000
<b>Revenue</b>				
Revenue Crown	534	26	534	5,000
Revenue Third Parties	1,791	1,307	1,735	1,081
<b>Total Revenue</b>	<b>2,325</b>	<b>1,333</b>	<b>2,269</b>	<b>6,081</b>
<b>Expenses</b>				
New Zealand Gazette <sup>12</sup>	812	1,313	1,279	840
Commissions of Inquiry	468	0	500	3,141
Constitutional Services	1	23	23	75
Blue Pages <sup>12</sup>	461	0	467	501
<b>Total Expenses</b>	<b>1,742</b>	<b>1,336</b>	<b>2,269</b>	<b>4,557</b>
Net Surplus/Deficit	583	(3)	0	1,524
	GST Inclusive	GST Inclusive	GST Inclusive	GST Inclusive
<b>Total Appropriation</b>	<b>2,033</b>	<b>1,503</b>	<b>2,553</b>	<b>5,317</b>

<sup>12</sup> In 2000/01 the New Zealand Gazette and Blue Pages were reported under Output Class D4 Community Advisory and Information Services to the Public. This output class was discontinued on 30 June 2001 with the establishment of the new Vote Community and Voluntary Sector from 1 July 2001.



## vote internal affairs

### *D3 – Gaming and Censorship Regulatory Services*

#### Description

This output class involves:

Services relating to the carrying out of investigations and audits to test compliance with the Films, Videos and Publications Classification Act 1993, the Gaming and Lotteries Act 1977, the Racing Act 1971 and the Casino Control Act 1990, and enforcing regulations pursuant to these Acts (prosecutions will be carried out where appropriate). Services also include the issuing of licences concerning all aspects of gaming and casino employees

The provision of policy advice on the gaming licensing regulatory regime and associated fees, and education services to the gaming sector.

<b>Quantity, Quality and Timeliness</b>	<b>Standard</b>	<b>2001/02 Actual</b>	<b>2000/01 Actual</b>	<b>Comment</b>
<b>Performance Measures for Censorship Inspections are:</b>				
Number of censorship inspections.	1,560 – 1,830	1,825	1,879	Achieved.
Reports are completed and adverse findings followed up within seven working days of conclusion of censorship inspections.	95%	100%	100%	Achieved.
<b>Performance Measures for Censorship Investigations are:</b>				
Percentage of censorship investigations that comply with the requirements of the Films, Videos and Publications Classification Act.	100%	100%	100%	Achieved.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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### Performance Measures for Censorship Prosecutions are:

Number of censorship prosecution cases dismissed where prima facie case is not established. A maximum of:	2 cases	No cases	No cases	Achieved.
Number of censorship prosecution cases that receive adverse judicial comments on preceding investigation process. A maximum of:	2 cases	No cases	No cases	Achieved.
Number of censorship prosecution files forwarded to the Crown Law Office within seven weeks of the completion of the investigation.	95%	100%	New measure	Achieved.

### Performance Measures for Casino Audits are:

Number of casino audit reports.	60	60	New measure	Achieved.
Percentage of audit reports that will meet criteria specified in the Casino Supervision and Inspection Risk Assessment/Audit Programme.	100%	100%	100%	Achieved.

### Performance Measures for Casino Investigations are:

Number of casino investigations	274 – 374	474	427	This measure is demand driven. The number of investigations depends on the instances of non-compliance, cheating, patron complaints, etc. The standard was determined by the patterns of the previous reporting period.
All investigation reports will meet criteria specified in Casino Supervision and Inspection Investigations Procedures Manual.	100%	100%	100%	Achieved.

<b>Quantity, Quality and Timeliness</b>	<b>Standard</b>	<b>2001/02 Actual</b>	<b>2000/01 Actual</b>	<b>Comment</b>
All public complaints acted on within seven days of receiving the complaint.	100%	100%	100%	Achieved.
<b>Performance Measures for Gaming Licensing are:</b>				
Number of gaming licences issued.	3,000 – 4,500	4,021	4,027	
Percentage of gaming licences issued without error.	99%	100%	99%	Achieved.
Percentage of gaming licences and amendments (excluding gaming machine annual renewals) issued within ten days of the receipt of a complete application.	90%	94.3%	88%	Achieved. A greater emphasis has been placed on achieving this target than previously.
<b>Performance Measures for Gaming Advice and Information are:</b>				
Percentage of requests for gaming advice or information responded to within 10 working days.	95%	100%	95%	Achieved.
<b>Performance Measures for Gaming Audits are:</b>				
Number of gaming machine society audits completed.	230 – 250 <sup>13</sup>	404	177	Achieved. It was decided to increase the society audits due to improved capacity as a result of additional staff resource and that the SSP target for out years had been set at 50% coverage.
Number of other gaming audits completed.	40 – 50	51	44	Achieved.
Percentage of gaming audits that comply with standards/criteria specified in the appropriate risk-based audit model.	100%	100%	100%	Achieved.

<sup>13</sup> This standard was changed to 340-380 with agreement of the Minister in the Department's Purchase Agreement in March 2002. The Department achieved this new standard.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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**Performance Measures for Gaming Investigations are:**

Percentage of gaming investigations that comply with legal requirements.	100%	100%	100%	Achieved.
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**Performance Measures for Gaming Prosecutions are:**

Number of gaming prosecution cases dismissed where prima facie case is not established. A maximum of:	2 cases	0	0	Achieved. No cases were dismissed.
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Number of gaming prosecution cases that receive adverse judicial comments on preceding investigation process. A maximum of:	2 cases	0	0	Achieved. No cases received adverse judicial comments.
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Percentage of gaming prosecution files forwarded to the prosecuting agency within seven weeks of the completion of the investigation.	95%	100%	New measure	Achieved.
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**Performance Measures for Education Services to Gaming Sector are:**

Total number of advisory clinics and site visits for education services to the gaming sector.	160	161	267	Achieved.
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Percentage of gaming education work completed in accordance with criteria as specified in the Gaming Compliance 2001/02 Business Plan.	100%	100%	Achieved.	Achieved.
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**Performance Measures for Gaming Regulatory Policy Advice are:**

Policy advice will be delivered according to the gaming regulatory policy work programme in the 2001/02 Purchase Agreement (and any subsequent amendments) as negotiated between the Minister of Internal Affairs and the Chief Executive.	100%	100%	100%	Achieved.
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Gaming regulatory policy advice delivered in accordance with agreed policy quality criteria.	100%	100%	100%	Achieved.
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Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
Ministerial satisfaction with the quality of gaming regulatory policy advice is 7 or above on a scale of 1 to 9 where 1 is "very poor" and 9 is "outstanding". The assessment mechanism will be a 6 monthly survey.	7	9	8	Achieved.
Gaming regulatory policy advice is delivered according to the timeframes agreed.	100%	100%	New Measure	Achieved.

### Revenue and Expenses

	Actual 2001/02 GST Excl \$000	Main Estimates 2001/02 GST Excl \$000	Supp Estimates 2001/02 GST Excl \$000	Actual 2000/01 GST Excl \$000
<b>Revenue</b>				
Revenue Crown	1,385	1,385	1,385	1,275
Revenue Third Parties	8,377	6,824	7,969	7,142
<b>Total Revenue</b>	<b>9,762</b>	<b>8,209</b>	<b>9,354</b>	<b>8,417</b>
<b>Expenses</b>				
Censorship Inspections	312	335	352	305
Censorship Investigations	353	335	352	302
Censorship Prosecutions	380	333	349	396
Casino Audits	1,709	2,235	1,820	1,769
Casino Investigations	416	559	455	449
Gaming Licensing	1,740	1,683	2,130	1,595
Gaming Advice and Information	116	131	130	106
Gaming Audits	1,466	1,105	1,498	1,280
Gaming Investigations	1,153	874	1,198	854
Gaming Prosecutions	143	109	150	120
Education Services to the Gaming Sector	147	100	150	102
Gaming Regulatory Policy Advice	174	142	175	126
<b>Total Expenses</b>	<b>8,109</b>	<b>7,941</b>	<b>8,759</b>	<b>7,404</b>
Net Surplus/Deficit	1,653	268	595	1,013
	GST Inclusive	GST Inclusive	GST Inclusive	GST Inclusive
<b>Total Appropriation</b>	<b>9,329</b>	<b>8,967</b>	<b>9,928</b>	<b>8,456</b>



# vote internal affairs

## *D4 – Identity Services*

### **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 which include:

- assessment of applications for and issuing of New Zealand passports and other travel documents
- assessment of applications for grant of citizenship
- registration and confirmation of citizenship by descent
- 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.

The provision of policy advice and ministerial services on, and information relating to, New Zealand's documents of national identity, broader identity issues, births, deaths, marriages, citizenship and passports. It 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 Parliament.

The provision of ministerial services which include the provision of draft replies to correspondence, including Official Information Act 1982 requests and Ombudsman's enquiries, and parliamentary questions, addressed to the Minister of Internal Affairs or referred from other Ministers.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
<b>Performance Measures for Citizenship are:</b>				
Number of applications for grants of citizenship to foreign nationals.	25,000 – 29,000 <sup>14</sup>	21,124	24,747	
Number of applications for registration of citizenship by descent for New Zealanders born abroad.	5,000 – 6,000	5,625	5,771	
Number of applications for certificates of citizenship status.	3,500 – 4,000	4,135	4,041	
Percentage of citizenship documents issued without error.	99%	99.7%	99.8%	Achieved.
Percentage of applications for grant of citizenship recommended to the Minister within 4 months of receipt of a completed application.	80%	84.1%	70.2%	Achieved. Productivity improvements and introduction of new processes contributed to this result.
Percentage of applications for registration of citizenship, not involving adoption, processed within 20 working days of receiving a completed application.	95%	100%	99.9%	Achieved.
Percentage of certificates of status issued within 20 working days of receiving a completed application.	95%	100%	97.7%	Achieved.

<sup>14</sup> This standard was changed to 21,000-25,000 with agreement of the Minister in the Department's Purchase Agreement in March 2002. The Department achieved this new standard.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
<b>Performance Measures for Passports are:</b>				
Number of standard passports.	340,000 – 390,000 <sup>15</sup>	289,695	308,399	Volumes were influenced by the effects of the events of September 11, 2001 and uncertainty over the airline industry.
Number of urgent passports.	28,000 – 34,000	28,513	32,674	Achieved.
Number of other travel documents.	4,500 – 7,500	6,120	6,570	Achieved.
Percentage of passport and travel documents issued without error.	99%	99.8%	99.9%	Achieved.
Percentage of standard passports issued within 10 working days of receipt of a completed application.	99%	99.9%	99.9%	Achieved.
Percentage of urgent passports issued within 3 working days of receipt of a completed application.	99%	99.9%	99.9%	Achieved.
<b>Performance Measures for Births, Deaths and Marriages are:</b>				
Number of birth registrations.	56,000 – 62,000	55,582	57,484	This is a demand driven indicator and the actual volume is only marginally below the expected range.
Number of death registrations.	26,000 – 30,000	28,338	27,036	
Number of marriage registrations.	20,500 – 23,500	22,296	22,667	

<sup>15</sup> This standard was changed to 280,000-330,000 with agreement of the Minister in the Department's Purchase Agreement in March 2002. The Department achieved this new standard.

<b>Quantity, Quality and Timeliness</b>	<b>Standard</b>	<b>2001/02 Actual</b>	<b>2000/01 Actual</b>	<b>Comment</b>
Number of birth, death and marriage certificates issued.	245,000 – 273,000 <sup>16</sup>	225,221	243,609	
Number of micrographics issued.	60,000 – 70,000 <sup>17</sup>	26,612	66,330	This product is sensitive to price movements. Drop in demand between years reflects pricing based on full cost recovery. Demand for this product increased in latter part of the year.
Percentage of birth, death and marriage information registered without error.	99%	99.9%	99.3%	Achieved.
Percentage of birth, death and marriage certificates issued without error.	99%	99.3%	99.2%	Achieved.
Percentage of deaths registered within 3 working days from receipt of a completed notification.	95%	98.4%	100%	Achieved.
Percentage of births and marriages registered within 4 working days from receipt of a completed notification or application form.	95%	98.6%	97%	Achieved.
Percentage of certificates from fully computerised registrations issued within one working day of receipt of a completed application.	99%	100%	100%	Achieved.
Percentage of certificates from registrations that are paper or partially computerised issued within 8 working days of receipt of a completed application.	95%	99.5%	99.9%	Achieved.

<sup>16</sup> This standard was changed to 214,000-234,000 with agreement of the Minister in the Department's Purchase Agreement in March 2002. The Department achieved this new standard.<sup>17</sup> This standard was changed to 20,000-25,000 with agreement of the Minister in the Department's Purchase Agreement in March 2002. The Department achieved this new standard.

<b>Quantity, Quality and Timeliness</b>	<b>Standard</b>	<b>2001/02 Actual</b>	<b>2000/01 Actual</b>	<b>Comment</b>
Percentage of documents from micrographic retrieval systems issued within 8 working days of request.	95%	99.2%	99.6%	Achieved.

### **Performance Measures for Identity Services Policy Advice are:**

Policy advice will be delivered according to the policy work programme in the 2001/02 Purchase Agreement (and any subsequent amendments) as negotiated between the Minister of Internal Affairs and the Chief Executive.	100%	100%	100%	Achieved – refer to page 101.
Policy advice delivered in accordance with agreed policy quality criteria.	100%	100%	100%	Achieved.
Ministerial satisfaction with the quality of policy advice is 7 or above on a scale of 1 to 9 where 1 is “very poor” and 9 is “outstanding”. The assessment mechanism will be a 6 monthly survey.	7	9	8	Achieved.
Policy advice is delivered according to the timeframes agreed.	100%	100%	New measure	Achieved.

### **Performance Measures for Identity Services Ministerial Correspondence and Questions are:**

Number of replies to ministerial correspondence.	200 – 300	567	221	The unexpectedly high number reflects a short-term increase in volume resulting from complaints about new fees for products and services.
Number of responses to Official Information Act requests and Ombudsman enquiries.	0 – 10	5	3	

<b>Quantity, Quality and Timeliness</b>	<b>Standard</b>	<b>2001/02 Actual</b>	<b>2000/01 Actual</b>	<b>Comment</b>
Number of answers to parliamentary questions.	10 – 20	85	9	The unexpectedly high number reflects concerns about the way new fees for products and services had been set.
Percentage of first versions of replies to ministerial correspondence, Official Information Act requests, Ombudsman's enquiries 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.	95%	100%	100%	Achieved.
Percentage of draft responses to Official Information Act requests and Ombudsman's enquiries returned to the Minister's office for signature two days prior to the statutory deadline for reply.	100%	100%	100%	Achieved.
Percentage of draft replies to parliamentary questions completed within the time frames specified by the Minister.	100%	100%	100%	Achieved.

### Key Policy Work Programme Projects

The Citizenship Review was completed, with the enactment of the Citizenship Amendment Bill and the introduction of new Citizenship Regulations 2002.

Citizenship Amendment Bill was enacted December 2001. Citizenship Regulations came into force in April 2002.

Passports Amendment Bill 2002.

The Bill was enacted in June 2002.

## Revenue and Expenses

	Actual	Main	Supp	Actual
		Estimates	Estimates	
	2001/02	2001/02	2001/02	2000/01
	GST Excl	GST Excl	GST Excl	GST Excl
	\$000	\$000	\$000	\$000
<b>Revenue</b>				
Revenue Crown	1,889	1,889	1,889	1,969
Revenue Third Parties	41,093	42,834	42,608	40,909
<b>Total Revenue</b>	<b>42,982</b>	<b>44,723</b>	<b>44,497</b>	<b>42,878</b>
<b>Expenses</b>				
Citizenship	8,431	7,691	9,995	7,948
Passports	19,204	16,305	20,172	18,513
Births, Deaths and Marriages	10,691	12,758	11,133	10,434
Identity Services Policy Advice	157	308	158	192
Ministerial Correspondence and Questions	216	73	222	342
<b>Total Expenses</b>	<b>38,699</b>	<b>37,135</b>	<b>41,680</b>	<b>37,429</b>
Net Surplus/Deficit	4,283	7,588	2,817	5,449
	GST Inclusive	GST Inclusive	GST Inclusive	GST Inclusive
<b>Total Appropriation</b>	<b>44,072</b>	<b>42,725</b>	<b>47,242</b>	<b>42,789</b>



## vote internal affairs

### *D5 – Services relating to Ethnic Affairs*

#### Description

This output class involves:

The provision of policy advice and information on matters relating to ethnic affairs. This 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 Parliament.

The provision of Ministerial services which includes the provision of draft replies to correspondence, including Official Information Act 1982 requests and Ombudsman's enquiries, and to parliamentary questions, addressed to the Minister Responsible for Ethnic Affairs or referred from other Ministers.

The provision of advisory and information services to ethnic communities which include a primary point of contact with the public sector for ethnic peoples and communities and the provision of public information to raise the level of knowledge about ethnic communities and their contribution to New Zealand.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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#### Performance Measures for Ethnic Affairs Policy Advice are:

Policy advice will be delivered according to the policy work programme in the 2001/02 Purchase Agreement (and any subsequent amendments) as negotiated between the Minister of Ethnic Affairs and the Chief Executive.	100%	100%	100%	Achieved – refer page 105.
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Policy advice delivered in accordance with agreed policy quality criteria.	100%	100%	100%	Achieved.
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<b>Quantity, Quality and Timeliness</b>	<b>Standard</b>	<b>2001/02 Actual</b>	<b>2000/01 Actual</b>	<b>Comment</b>
Ministerial satisfaction with the quality of policy advice is 7 or above on a scale of 1 to 9 where 1 is “very poor” and 9 is “outstanding”. The assessment mechanism will be a 6 monthly survey.	7	8	8	Achieved.
Policy advice is delivered according to the timeframes agreed.	100%	100%	New measure	Achieved.

### **Performance Measures for Ethnic Affairs Ministerial Correspondence and**

#### **Questions are:**

Number of replies to ministerial correspondence.	10 – 50	5	8	
Number of responses to Official Information Act requests and Ombudsman enquiries.	0 – 10	5	1	
Number of answers to parliamentary questions.	10 – 50	8	37	
Percentage of first versions of replies to ministerial correspondence, Official Information Act requests, Ombudsman's enquiries 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.	95%	100%	100%	Achieved.
Percentage of draft responses to Official Information Act requests and Ombudsman's enquiries returned to the Minister's office for signature two 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%	94.6%	Achieved.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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### Performance Measures for Advisory and Information Services to Ethnic

#### Communities are:

Number of requests from ethnic communities for information or advice responded to.	200 – 300	2,524	762	As the Office of Ethnic Affairs becomes more well known, demand for services is growing.
Number of editions of “Ethnic Link” newsletter published. A minimum of:	3	3	4	Achieved.
Number of copies of the “Ethnic Dates to Celebrate” calendar printed and distributed.	14,000	14,000	Achieved	Achieved.
Percentage of requests for verbal advice answered within 2 working days.	95%	100%	New measure	Achieved.
Percentage of requests for written advice answered within 10 working days or according to the timeframes agreed with the correspondent.	95%	100%	100%	Achieved.

#### Key Policy Work Programme Projects

The Ethnic Perspectives in Policy Framework was developed and endorsed by the Prime Minister.	The Framework will be referred to Cabinet for approval early in the new term of government.
The Office of Ethnic Affairs completed the background work for the Prime Minister’s apology at Chinese New Year to people who paid the Poll Tax and their descendants.	The Prime Minister made the apology at the Chinese New Year, on 12 February 2002.
A reconciliation process with Chinese people who paid the Poll Tax and their descendants began in 2001/02.	The process will continue into the 2002/03 year.
Prepare a report in June 2002 that recommends the introduction of a pilot telephone interpreting service.	The Prime Minister announced the introduction of a pilot telephone interpreting service in 2002/03.

## Revenue and Expenses

	Actual	Main	Supp	Actual
	2001/02	Estimates	Estimates	2000/01
	GST Excl	2001/02	2001/02	GST Excl
	\$000	GST Excl	GST Excl	GST Excl
	\$000	\$000	\$000	\$000
<b>Revenue</b>				
Revenue Crown	947	618	947	461
Revenue Third Parties	0	0	0	0
<b>Total Revenue</b>	<b>947</b>	<b>618</b>	<b>947</b>	<b>461</b>
<b>Expenses</b>				
Ethnic Affairs Policy Advice	248	353	324	220
Ministerial Correspondence and Questions	4	10	4	11
Advisory and Information Services to Ethnic Communities	615	255	620	225
<b>Total Expenses</b>	<b>867</b>	<b>618</b>	<b>948</b>	<b>456</b>
Net Surplus/Deficit	80	0	(1)	5
	GST Inclusive	GST Inclusive	GST Inclusive	GST Inclusive
<b>Total Appropriation</b>	<b>985</b>	<b>695</b>	<b>1,066</b>	<b>514</b>



## vote internal affairs

### *D6 – Contestable Services*

#### Description

This output class involves:

The provision of services to both government and non-government agencies which may be provided by other organisations and are therefore contestable services to be provided in 2001/02. These services include translation and other foreign language services to Ministers and third parties and administrative support services provided to other government departments.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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#### Performance Measures for Translation Services are:

The percentage of respondents to a customer survey who rate their satisfaction with the quality of translation services at 7 or above on a scale of 1 to 9 where 1 is “very poor” and 9 is “outstanding” is no less than: (The survey covers the period 1/1/2001 - 1/12/2001)	75%	92%	Average of 7.8	Achieved.
Percentage of translations meeting timeframes agreed with customers.	98%	99.9%	98%	Achieved.

## Revenue and Expenses

	Actual	Main	Supp	Actual
		Estimates	Estimates	
	2001/02	2001/02	2001/02	2000/01
	GST Excl	GST Excl	GST Excl	GST Excl
	\$000	\$000	\$000	\$000
<b>Revenue</b>				
Revenue Crown	0	0	0	-3
Revenue Third Parties	943	828	894	839
<b>Total Revenue</b>	<b>943</b>	<b>828</b>	<b>894</b>	<b>836</b>
<b>Expenses</b>				
Translation Services	660	546	625	575
Support Services <sup>18</sup>	237	282	269	251
<b>Total Expenses</b>	<b>897</b>	<b>828</b>	<b>894</b>	<b>826</b>
Net Surplus/Deficit	46	0	0	10
	GST Inclusive	GST Inclusive	GST Inclusive	GST Inclusive
<b>Total Appropriation</b>	<b>1,015</b>	<b>932</b>	<b>1,006</b>	<b>931</b>

<sup>18</sup> In 2000/01 Support Services was reported under Output Class D2 Administration and Support Services.



# vote local government

## *D1 – Policy Advice - Local Government*

### Description

This output class involves:

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 Parliament.

The provision of draft replies to correspondence, including Official Information Act (1982) requests and Ombudsman's enquiries, and to parliamentary questions addressed to the Minister of Local Government or referred from other Ministers.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
<b>Performance Measures for Local Government Policy Advice are:</b>				
Policy advice will be delivered according to the policy work programme in the 2001/02 Purchase Agreement (and any subsequent amendments) as negotiated between the Minister of Local Government and the Chief Executive.	100%	100%	100%	Achieved – refer to page 111.
Policy advice delivered in accordance with agreed policy quality criteria.	100%	100%	100%	Achieved.
Ministerial satisfaction with the quality of policy advice is 7 or above on a scale of 1 to 9 where 1 is “very poor” and 9 is “outstanding”. The assessment mechanism will be a 6 monthly survey.	7	7	8	Achieved.
Policy advice is delivered according to the timeframes agreed.	100%	100%	100%	Achieved.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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**Performance Measures for Local Government Ministerial Correspondence and Questions are:**

Number of replies to ministerial correspondence.	700 – 1,000 <sup>19</sup>	576	851	
Number of responses to Official Information Act requests and Ombudsman's enquiries.	10 – 20	19	23	
Number of answers to parliamentary questions.	40 – 60	47	71	
Percentage of first versions of replies to ministerial correspondence, Official Information Act requests, Ombudsman's enquiries and parliamentary questions accepted by the Minister.	95%	99.3%	99.8%	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.	95%	100%	97.4%	Achieved.
Percentage of draft responses to Official Information Act requests and Ombudsman's enquiries returned to the Minister's office for signature two days prior to the statutory deadline for reply.	100%	100%	87%	Achieved.
Percentage of draft replies to parliamentary questions completed within the time frames specified by the Minister.	100%	100%	97.2%	Achieved.

<sup>19</sup> This standard was changed to 500-1,000 with agreement of the Minister in the Department's Purchase Agreement in March 2002. The Department achieved this new standard.

## Key Policy Work Programme Projects

Review of Local Government Act. The Local Government Bill was ready for final deliberation by the Local Government and Environment Select Committee when Parliament was dissolved. The Bill has been carried over to the next Parliament.	A new enactment timetable will be discussed with the incoming Minister of Local Government.
Local Electoral Act (Stage 2).	Amendments under stage 2 of this Act were included as part of Local Government Act review.
Review of Local Government Funding Decisions, Processes and Powers.	The Local Government (Rating) Bill was enacted in March 2002.
Local Government (Elected Member Remuneration & Trading Enterprises) Amendment Bill.	The Bill was enacted in December 2001.
STV Computer Programme and Education.	The STV counting programme was completed in May 2002.

## Revenue and Expenses

	Actual	Main	Supp	Actual
	2001/02	Estimates	Estimates	2000/01
	GST Excl	GST Excl	GST Excl	GST Excl
	\$000	\$000	\$000	\$000
<b>Revenue</b>				
Revenue Crown	3,075	3,061	3,075	3,047
Revenue Third Parties	0	0	0	0
<b>Total Revenue</b>	<b>3,075</b>	<b>3,061</b>	<b>3,075</b>	<b>3,047</b>
<b>Expenses</b>				
Local Government Policy Advice	2,687	2,755	2,715	2,657
Ministerial Correspondence and Questions	346	305	360	269
<b>Total Expenses</b>	<b>3,033</b>	<b>3,060</b>	<b>3,075</b>	<b>2,926</b>
Net Surplus/Deficit	42	1	0	121
	GST Inclusive	GST Inclusive	GST Inclusive	GST Inclusive
<b>Total Appropriation</b>	<b>3,418</b>	<b>3,443</b>	<b>3,459</b>	<b>3,307</b>



# vote local government

## *D2 – Information, Support and Regulatory Services - Local Government*

### Description

This output class involves:

The provision of 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; the compilation of local government election statistics; processing of applications for ministerial approvals under the Local Government Act 1974 and other legislation; and carrying out the harbourmaster function for Lake Taupo and providing boating facilities for that lake.

Part Three: Performance Information

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Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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### Performance Measures for Information and Support Services are:

Number of written or published items.	100 – 120	245	New measure	The written material included publications distributed. The number of publications distributed exceeded expected demand.
Percentage of requests for information from the public responded to within 15 working days.	95%	100%	98%	Achieved.
Local Government Commissioners' rating of the quality of advisory services provided is an average of 7 or greater on a scale of 1 to 9 where 1 is "very poor" and 9 is "outstanding".	7	6.75	New measure	Not achieved. The result reflected the different expectations of a new commission. Their satisfaction increased over the year.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
Percentage of claims for rates rebates processed within 20 working days.	98%	100%	99%	Achieved.

### Performance Measures for Regulatory and Boating Services for Lake Taupo

#### Operations are:

Operational facilities inspected according to the schedule contained in the Local Government Services 2001/02 business plan. Faults are repaired or the facility is secured within a maximum of 30 working days.	30 days	100%	New measure	Achieved. 10 faults were identified and all were rectified within 30 working days.
Percentage of successful prosecutions taken under the Lake Taupo Regulations or the Water Recreation Regulations.	95%	N/A	New measure	No prosecutions were taken during the year.

### Revenue and Expenses

	Actual 2001/02 GST Excl \$000	Main Estimates 2001/02 GST Excl \$000	Supp Estimates 2001/02 GST Excl \$000	Actual 2000/01 GST Excl \$000
<b>Revenue</b>				
Revenue Crown	1,351	1,350	1,351	1,323
Revenue Third Parties	297	284	284	288
<b>Total Revenue</b>	<b>1,648</b>	<b>1,634</b>	<b>1,635</b>	<b>1,611</b>
<b>Expenses</b>				
Information and Support Services	978	1,075	1,055	841
Regulatory and Boating Services for Lake Taupo Operations	626	560	580	709
<b>Total Expenses</b>	<b>1,604</b>	<b>1,635</b>	<b>1,635</b>	<b>1,550</b>
Net Surplus/Deficit	44	(1)	0	61
	GST Inclusive	GST Inclusive	GST Inclusive	GST Inclusive
<b>Total Appropriation</b>	<b>1,810</b>	<b>1,839</b>	<b>1,839</b>	<b>1,751</b>



# vote ministerial services

## D1 – Support Services to Ministers

### Description

This output class involves:

The provision of a range of support services for Ministers, including administration, accounting, personnel, information technology, facilities management, media and advisory services. It also includes the provision of services relating to the management of residential accommodation provided for Ministers of the Crown. This includes owned and leased property.

Part Three: Performance Information

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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### Performance Measures for Support Services to Ministers are:

The percentage of Ministers responding to the annual satisfaction survey who rate their satisfaction with the quality of support services provided at 7 or above on a scale of 1 to 9 where 1 is “very poor” and 9 is “outstanding” is no less than:	75%	94%	New measure	Achieved.
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The percentage of Ministers responding to the annual satisfaction survey who rate their satisfaction with the quality of accommodation services at 7 or above on a scale of 1 to 9 where 1 is “very poor” and 9 is “outstanding” is no less than:	75%	77%	New measure	Achieved.
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The percentage of Ministers responding to the annual satisfaction survey who rate their satisfaction with the timeliness of services provided to them at 7 or above on a scale of 1 to 9 where 1 is “very poor” and 9 is “outstanding” is no less than:	75%	88%	New measure	Achieved.
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Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
The Minister Responsible for Ministerial Services will be invited to indicate their level of satisfaction with the administration of support services provided to the Executive. On a scale of 1 to 9 where 1 is "very poor" and 9 is "outstanding" the rating is no less than:	7	8	New measure	Achieved.

### Revenue and Expenses

	Actual 2001/02 GST Excl \$000	Main Estimates 2001/02 GST Excl \$000	Supp Estimates 2001/02 GST Excl \$000	Actual 2000/01 GST Excl \$000
<b>Revenue</b>				
Revenue Crown	21,457	21,781	21,457	21,675
Revenue Third Parties	158	54	54	43
Revaluation Gain	816	0	0	0
<b>Total Revenue</b>	<b>22,431</b>	<b>21,835</b>	<b>21,511</b>	<b>21,718</b>
<b>Expenses</b>				
Support Services to Ministers	17,879	19,098	19,023	17,157
Management of Ministerial Property <sup>20</sup>	2,309	2,736	2,488	2,209
<b>Total Expenses</b>	<b>20,188</b>	<b>21,834</b>	<b>21,511</b>	<b>19,366</b>
Net Surplus/Deficit	2,243	1	0	2,352
	GST Inclusive	GST Inclusive	GST Inclusive	GST Inclusive
<b>Total Appropriation</b>	<b>22,878</b>	<b>24,563</b>	<b>24,200</b>	<b>22,081</b>

<sup>20</sup> In 2000/01 the Management of Ministerial Property was reported under Output Class D2 Crown and Ministerial Property Management. This output class was discontinued on 30 June 2001.



# vote ministerial services

## D2 – Visits and Official Events Co-ordination

### Description

This output class involves:

The provision of services relating to visits by 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.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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### Performance Measures for Co-ordination of Visits are:

Percentage of visit programme content and logistics arranged to reflect visit objectives.	100%	100%	100%	Achieved.
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The percentage of Ministers responding to the annual satisfaction survey who rate their satisfaction with the quality of arrangements for Ministerial and State functions at 7 or above on a scale of 1 to 9 where 1 is “very poor” and 9 is “outstanding” is no less than:	75%	100%	New measure	Achieved.
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### Performance Measures for Co-ordination of Official Events are:

The percentage of Ministers who rate their satisfaction with the co-ordination and management of official events at 7 or above on a scale of 1 to 9 where 1 is “very poor” and 9 is “outstanding” is no less than:	75%	100%	New measure	Achieved.
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## Revenue and Expenses

	<b>Actual</b>	<b>Main</b>	<b>Supp</b>	<b>Actual</b>
		<b>Estimates</b>	<b>Estimates</b>	
	<b>2001/02</b>	<b>2001/02</b>	<b>2001/02</b>	<b>2000/01</b>
	<b>GST Excl</b>	<b>GST Excl</b>	<b>GST Excl</b>	<b>GST Excl</b>
	<b>\$000</b>	<b>\$000</b>	<b>\$000</b>	<b>\$000</b>
<b>Revenue</b>				
Revenue Crown	3,002	3,622	3,002	1,876
Revenue Third Parties	8	5	5	3
<b>Total Revenue</b>	<b>3,010</b>	<b>3,627</b>	<b>3,007</b>	<b>1,879</b>
<b>Expenses</b>				
Co-ordination of Visits	2,758	3,453	2,926	1,629
Co-ordination of Official Events	52	180	81	155
<b>Total Expenses</b>	<b>2,810</b>	<b>3,633</b>	<b>3,007</b>	<b>1,784</b>
Net Surplus/Deficit	200	(6)	0	95
	<b>GST Inclusive</b>	<b>GST Inclusive</b>	<b>GST Inclusive</b>	<b>GST Inclusive</b>
<b>Total Appropriation</b>	<b>3,186</b>	<b>4,086</b>	<b>3,383</b>	<b>2,019</b>



# vote ministerial services

## D3 – VIP Transport

### Description

This output class involves:

The provision of chauffeur-driven vehicle services principally for Ministers, the Leader of the Opposition, former Prime Ministers and their widows, former Governor-Generals, the Judiciary and distinguished visitors, and the provision of self-drive vehicles, principally for Ministers.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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### Performance Measures for Transport Services are:

On average the number of customer complaints received regarding quality and timeliness of transport services provided is no more than one complaint for every 1500 chauffeur drive vehicle hires.	1 per 1,500	0.4 per 1,500	0.57 per 1,500	Achieved. 7 complaints were received in 28,438 hires.
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The percentage of Ministers responding to the annual satisfaction survey who rate their satisfaction with the transport services provided to them at 7 or above on a scale of 1 to 9 where 1 is “very poor” and 9 is “outstanding” is no less than:	75%	100%	New measure	Achieved.
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## Revenue and Expenses

	<b>Actual</b>	<b>Main</b>	<b>Supp</b>	<b>Actual</b>
		<b>Estimates</b>	<b>Estimates</b>	
	<b>2001/02</b>	<b>2001/02</b>	<b>2001/02</b>	<b>2000/01</b>
	<b>GST Excl</b>	<b>GST Excl</b>	<b>GST Excl</b>	<b>GST Excl</b>
	<b>\$000</b>	<b>\$000</b>	<b>\$000</b>	<b>\$000</b>
<b>Revenue</b>				
Revenue Crown	0	0	0	44
Revenue Third Parties	5,208	5,302	5,302	4,799
<b>Total Revenue</b>	<b>5,208</b>	<b>5,302</b>	<b>5,302</b>	<b>4,843</b>
<b>Expenses</b>				
Transport Services	5,106	5,302	5,302	4,838
<b>Total Expenses</b>	<b>5,106</b>	<b>5,302</b>	<b>5,302</b>	<b>4,838</b>
Net Surplus/Deficit	102	0	0	5
	<b>GST Inclusive</b>	<b>GST Inclusive</b>	<b>GST Inclusive</b>	<b>GST Inclusive</b>
<b>Total Appropriation</b>	<b>5,745</b>	<b>5,965</b>	<b>5,965</b>	<b>5,443</b>



# vote racing

## *D1 – Policy Advice - Racing*

### Description

This output class involves:

The provision of advice and information on matters relating to race 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 Parliament.

The provision of draft replies to correspondence, including Official Information Act requests and Ombudsman’s enquiries, and parliamentary questions, addressed to the Minister for Racing or referred from other Ministers.

Part Three: Performance Information

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Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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### Performance Measures for Racing Policy Advice are:

Policy advice will be delivered according to the policy work programme in the 2001/02 Purchase Agreement (and any subsequent amendments) as negotiated between the Minister for Racing and the Chief Executive.	100%	100%	100%	Achieved – refer to page 121.
Policy advice delivered in accordance with agreed policy quality criteria.	100%	100%	100%	Achieved.
Ministerial satisfaction with the quality of policy advice is 7 or above on a scale of 1 to 9 where 1 is “very poor” and 9 is “outstanding”. The assessment mechanism will be a 6 monthly survey.	7	7.5	8	Achieved. Average of the two satisfaction surveys completed during the year.
Policy advice is delivered according to the timeframes agreed.	100%	100%	New measure	Achieved.

Quantity, Quality and Timeliness	Standard	2001/02 Actual	2000/01 Actual	Comment
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### Performance Measures for Racing Ministerial Correspondence and Questions

#### are:

Number of replies to ministerial correspondence.	40 – 50	55	34	
Number of responses to Official Information Act requests and Ombudsman's enquiries.	0 – 10	3	6	
Number of answers to parliamentary questions.	10 – 20	12	7	
Percentage of first versions of replies to ministerial correspondence, Official Information Act requests, Ombudsman's enquiries 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.	95%	100%	100%	Achieved.
Percentage of draft responses to Official Information Act requests and Ombudsman's enquiries returned to the Minister's office for signature two days prior to the statutory deadline for reply.	100%	100%	100%	Achieved.
Percentage of draft replies to parliamentary questions completed within the time frames specified by the Minister.	100%	100%	100%	Achieved.

### Key Policy Work Programme Projects

The Review of the Racing Industry structures was completed, with the Racing Bill awaiting its second reading when Parliament was dissolved.	The Bill has been carried over to the next Parliament.
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## Revenue and Expenses

	Actual	Main	Supp	Actual
		Estimates	Estimates	
	2001/02	2001/02	2001/02	2000/01
	GST Excl	GST Excl	GST Excl	GST Excl
	\$000	\$000	\$000	\$000
<b>Revenue</b>				
Revenue Crown	258	258	258	320
Revenue Third Parties	0	0	0	0
<b>Total Revenue</b>	<b>258</b>	<b>258</b>	<b>258</b>	<b>320</b>
<b>Expenses</b>				
Racing Policy Advice	220	224	224	274
Ministerial Correspondence and Questions	34	34	34	29
<b>Total Expenses</b>	<b>254</b>	<b>258</b>	<b>258</b>	<b>303</b>
Net Surplus/Deficit	4	0	0	17
	GST Inclusive	GST Inclusive	GST Inclusive	GST Inclusive
<b>Total Appropriation</b>	<b>286</b>	<b>290</b>	<b>290</b>	<b>343</b>