



Departmental Forecast Report 2000-01

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The Department of Internal Affairs

THE DEPARTMENT OF INTERNAL AFFAIRS



Te Tari Taiwhenua



Departmental Forecast Report of

The Department of Internal Affairs

Te Tari Taiwhenua

for the year ended
30 June 2001

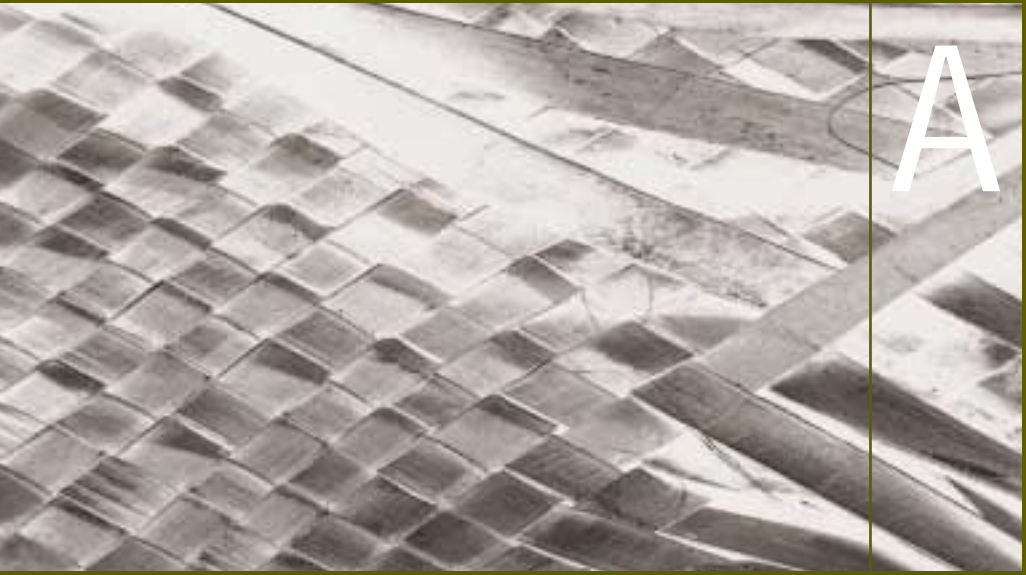
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The Department of Internal Affairs
Head Office
46 Waring Taylor Street
PO Box 805
Wellington
New Zealand

Phone: 064 4 495 7200
Fax: 064 4 495 7222
Internet address: <http://www.dia.govt.nz>

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Part A

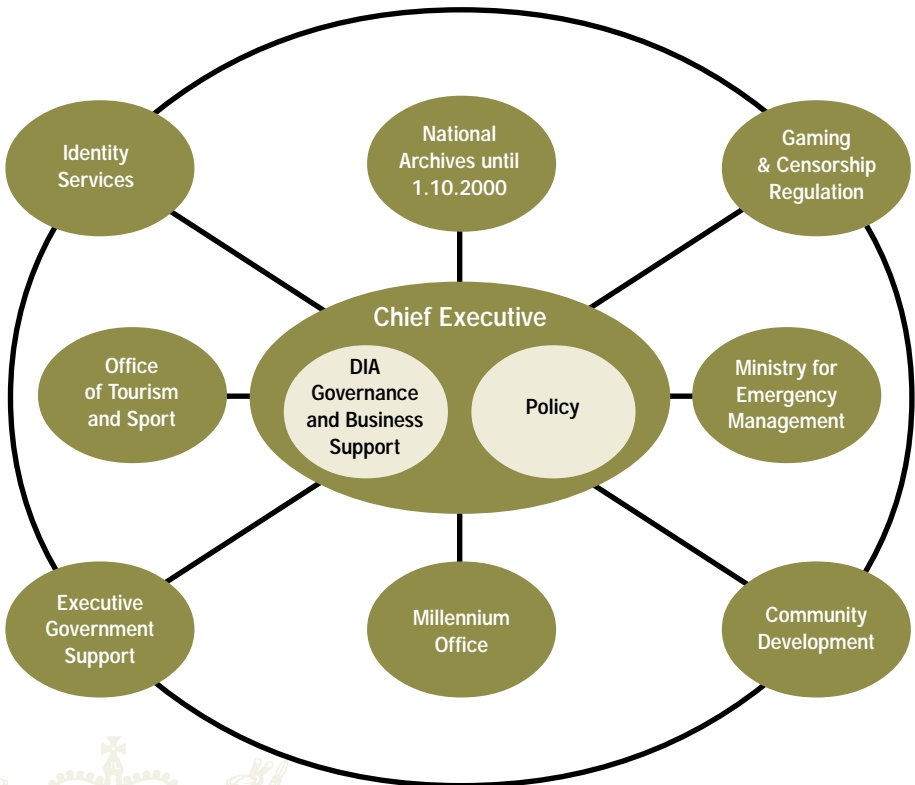
Introduction and Overview

Purpose of the Department

The Department of Internal Affairs works to:

- safeguard and strengthen communities
- support executive and local government
- provide New Zealanders with records of personal identity
- nurture and celebrate New Zealand history, heritage and nationhood
- ensure gaming is fair, legal and honest
- foster tourism and sport, and enable New Zealanders to participate in Millennium celebrations.

Organisational Structure

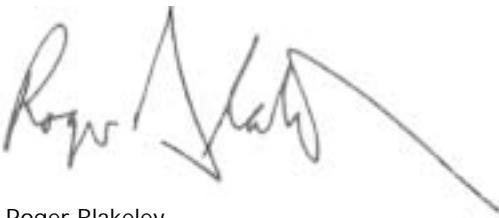


Chief Executive Overview

The Department's first forecast report of the new century is also my last as its Chief Executive. It is one, quite personal, emblem of the change that the year ahead will bring to the Department of Internal Affairs.

The early years of the new century are rich in both challenge and possibility for this Department. We have a new Government in power, new Ministers to serve, new goals to pursue, new responsibilities to meet and a new strategy to execute. The novelty within government, though, is dwarfed by the novelty of the world in which we work: the impact of new technology, a new generation in power, new ideas about what constitutes a healthy society and how to achieve it, and a new respect for the things we have in common, such as history, culture, environment and a claim on the future. The sections which follow describe in more detail the challenges facing the Department and the responses it will make to them.

I am both excited and privileged to lead the Department into this new phase of its evolution; its third century of service to the Government and people of New Zealand. I will hand on to my successor a vibrant organisation, managed and staffed by talented, committed and ethical public servants; a Department with a proud history of contribution to New Zealand and a vivid sense of the possibilities within reach for the individuals, communities, cultures and institutions that are shaping New Zealand's future.



Roger Blakeley
Chief Executive



Strategic Overview

The Department discerns its future, charts its direction and determines its priorities with regard to three main influences: government strategy, public expectations and the capabilities the Department needs to be successful.

Government Strategy

The Government elected at the end of 1999 has declared a new public policy agenda for New Zealand and has established a distinctive set of priorities and operating style.

The Government has challenged public service departments to provide it with the advice and support it needs to achieve its objectives and honour its commitments to the electorate. The Department of Internal Affairs fully intends to meet that challenge.

The Government presented its defining themes in the Governor-General's Speech from the Throne, shortly after it took office. Prominent among the themes are fairness, partnership, closing the gaps for vulnerable New Zealanders, investment, national identity and good government. Taken together, they represent a significant statement of orientation and priorities for government. The Government has expressed a clear view of national well-being, based on a vision of a country in which each person's participation and contribution is important, over the full span of life, between generations, and among the communities and institutions which shape New Zealand.

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

- strengthen national identity and uphold the principles of the Treaty of Waitangi
- grow an inclusive, innovative economy for the benefit of all
- restore trust in government and provide strong social services
- improve New Zealanders' skills
- close the gaps for Māori and Pacific Peoples in health, education, employment and housing
- protect and enhance the environment.

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

key to solving deeply entrenched social and economic problems. They are also the key to building the healthy civic society which is the foundation for the Government's vision of a rich, vibrant and confident nation.

Public Expectations

The Department serves an extraordinarily diverse range of publics. Members of the public have different modes of engagement with the Department, depending on the form of interaction. They are *customers* when they pay for goods or services from the Department, *clients* when they seek information, assistance or advice, *citizens* when they exercise a right or claim an entitlement, and *subjects* when they must meet an obligation or comply with the exercise of statutory power.¹ Although the modes differ, the public expects the same attributes of service quality – speed, accuracy, reliability, convenience and courtesy – to characterise each.

These expectations challenge the Department's operational management and business processes. In response, the Department is rapidly adapting its services and business processes to take advantage of new technologies, meet new patterns of demand and continue to extend the skill and knowledge it brings to each interaction.

Beyond their day-to-day dealings with the Department, members of the public are also taxpayers and voters: it is their judgment of the Department's effectiveness and value that ultimately matters. The Department recognises that service, integrity, innovation and real results are the key to creating value in its myriad transactions with New Zealanders, thereby supporting the Government's goal of restoring trust in government.

Organisational Development

With its diverse range of policy and operating responsibilities, the Department is the most notable exception to the 'single purpose' rule that has governed public sector structural design since the mid-1980s. Its key integrating theme is not a focus on a particular outcome or public policy objective, but rather the efficient and reliable management and governance of a loosely connected set of businesses. In recent years, the Department has concentrated on developing the capability to sustain a devolved business management model, complemented by collective corporate governance and a distinctive corporate culture.

Building on that capability, and following discussion with the Minister of Internal Affairs and the central agencies of government, the Department is now implementing a strategy to position itself as the Government's generalist department. The core proposition is that government needs a capability within the public service to govern businesses which:

¹ This schema was developed by Henry Mintzberg in "Managing Government, Governing Management" *Harvard Business Review*, January/February 1996.

- do not obviously fit better elsewhere, or
- lack the critical mass to stand alone but need a direct relationship with the relevant Responsible Minister, or
- need a distinct identity, or
- are intentionally short-lived and therefore need the least possible infrastructure.

A generalist department provides the Government with flexibility in its organisational arrangements, while allowing other government agencies to maintain a tight focus on their core functions.

The Department's generalist strategy involves actively welcoming new responsibilities and lines of business within government (to the extent that this is consistent with public sector integrity and the best interests of government), and actively seeking to build the capability and capacity required to operate effectively with a wide (and over time fluctuating) range of responsibilities. However, for the Department to be an effective generalist, it needs to be set up appropriately. This means investment in very good systems and infrastructure and the people to run them, sufficient revenue to maintain capability and the right sort of organisational leadership, culture and governance arrangements.

The establishment of National Archives as a department (from 1 October 2000) and the transfer of the rest of the Heritage Group to the Ministry for Culture and Heritage will test the generalist strategy. Particular challenges will be maintaining capability for corporate services, at the least cost to the Crown, and maintaining organisational cohesion and momentum.

Complementing the generalist strategy is the Department's shared services initiative. The Government has expressed interest in developing shared services as a way of improving the efficiency and capability of the public sector. The Department is responding to that interest by drawing on its experience in offering a suite of corporate and business support services to a diverse range of internal (and some external) clients, often tailored to specific requirements. The Department anticipates a gradual implementation of this initiative, to allow for the necessary changes in culture and competency within, and in attitude and awareness without.



Department Priorities

In response to the influences of government strategy, public expectations and its own capability requirements, the Department has identified the following sets of priorities.

Key Priorities

Three key priorities have been agreed with the Minister of Internal Affairs, in consultation with other Ministers, for incorporation in the Chief Executive's performance agreement for 2000/2001.

Local Government

Local government is wideranging, operating across the set of government goals, notably economic and community development, trust in government, closing the gaps for Māori and Pacific Peoples and environmental protection and leadership. The formation of the Local Government Forum underlines the importance which the Government places on an effective and reciprocal relationship with local government.

The Department has the lead policy role on local government, and has consistently emphasised the priority it places on that role over the past three years. The Department's objective is to foster good local government for New Zealanders, through a participative and responsive local government system.

Subject to direction by the Minister of Local Government, specific actions are intended around:

- clarifying roles and relationships between central and local government
- reconsidering the powers available to local authorities
- examining the local government dimension of the Treaty of Waitangi relationship, including representation of Māori in local government.

The Budget includes additional baseline funding for strategic policy advice and policy co-ordination on local government issues.

Likely results include changes to the Local Government Act and greater clarity for local authorities of their roles and responsibilities, especially their Treaty of Waitangi obligations.



Closing the Gaps

The Department is the Government's largest community funder (\$150 million per year, including Lottery Grants), and has an extensive network of community development advisers in flaxroots roles throughout New Zealand. The Department also has the lead policy role in the areas of gaming. Both of these responsibilities are relevant to the Government's goal of closing the gaps for Māori and Pacific Peoples by building their capacity and supporting on-going development of capability. They also contribute to Government goals for national identity, economic development and partnership between government and communities.

Specific actions are intended around:

- funding and support for development workers assigned to specific Māori communities to provide direct support for capacity-building within those communities
- assigning youth workers in particular at-risk communities (typically with a high Māori and/or Pacific Peoples population) to help prevent youth crime
- analysing the impacts of gaming, with a particular focus on problem gambling (which disproportionately affects Māori and Pacific Peoples), as a contribution to a review of gaming policy.

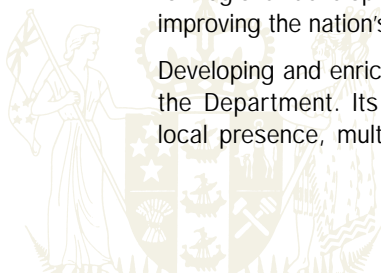
The Budget includes additional baseline funding for advice and community engagement on these three initiatives.

Māori communities will be able to more effectively work towards their development objectives and priorities. They will be better resourced to work with central and local government and other institutions to improve health, housing, justice, education and employment outcomes, and better informed about problem gambling.

Community Capacity

The Government is committed to new ways of working with, and within, New Zealand communities. Capable communities are the cornerstone of a vigorous civil society able to make best use of social and economic opportunities. The Government envisages communities which are self-organised, articulate their aspirations and mobilise to meet their own needs, working in partnerships with central and local government, the private sector, key local institutions such as schools and hospitals, and voluntary organisations. Capable communities are the key to achieving the Government's objectives for regional development, improving outcomes for Māori and Pacific Peoples, improving the nation's skills and providing strong social services.

Developing and enriching community capacity has always been a core ethos of the Department. Its approach is deliberately community-centred, based on local presence, multi-sectoral skills, long-term engagement, an emphasis on



local ownership, leadership and participation, and a free flow of information to and from communities. The Department also works closely with other government and non-government agencies to achieve the co-operation and co-ordination that sustainable community development requires, and the Government expects.

Specific actions are intended around:

- promoting the International Year of Volunteers 2001, and co-ordinating government participation in the year as part of the overall partnership strategy
- establishing an enhanced information service for ethnic people, with initial emphasis on an Auckland-based resource
- contributing to the development of a relationship agreement between central government and the community and voluntary sector
- implementing the *Community On-line* strategy to help bridge the digital divide associated with uneven access to new technology
- making greater use of the COGS distribution network to directly deliver resources to key community sectors in support of local responses to local needs.

The Budget includes additional funding for the first two of these initiatives.

Likely results include a stronger and more reciprocal relationship between central government, community groups and voluntary organisations, a higher profile for the community sector, increased volunteerism, and improved access to resources and opportunities for more disadvantaged communities.

Policy Priorities

The Department's policy function spans seven portfolios and is managed through three separate units: the Policy Group, the Ministry for Emergency Management, and the Office of Tourism and Sport. Among the issues on which the Government will seek advice in 2000/2001 across those portfolios [subject to confirmation in purchase agreements], in addition to the policy concerns featured in the three key priorities, are:

- a review of gaming policy (including the links to the racing industry)
- a policy framework for ethnic affairs
- funding arrangements for the Fire Service
- a review of the Government's policy objectives and organisational arrangements in the sports sector
- evaluation of the funding and resource needs for high performance sport



- tourism industry strategy, including the impact of new technologies and business tools
- improved funding and co-ordination of the Government's disaster and emergency management activities
- implementation across the board of a relationship and monitoring regime for Crown entities associated with the Department, consistent with the Government's objectives.

Business Priorities

The Department's business groups and semi-autonomous bodies (refer Part C for details) have identified the following priorities for action in 2000/2001:

- continuing (and extending) the conversion of paper to digital records for the registers of births, deaths and marriages
- reviewing fees charged for citizenship, passport and identity documents, and for gaming licences
- demonstrating DIA's credibility as a gaming and censorship regulator through improved systems, processes and reporting
- supporting the Royal Commission of Inquiry into Genetic Modification
- working with other departments on the progressive implementation of the Government's vision for electronic government
- preparing to host the International Community Development Conference 2001
- implementing the new emergency management arrangements, through new legislation, frameworks and guidelines
- managing the transition to departmental status for National Archives
- completing the post-event audits and awareness evaluation in the wake of the Government's official Millennium celebrations programme.

Capability Initiatives

The size, scope and complexity of the Department mean it must maintain its capability for efficient and effective performance into the future. The Department's generalist strategy and shared services initiative are not feasible without the right capability in place. During 2000/2001, the Department will focus on the following capability initiatives:

- reviewing the price paid for outputs supplied by the Community Development Group
- working towards gaining acceptance and funding for a revised method for allocating corporate costs within the Department



- working through the conclusions of a review of governance and business support services
- implementing the Department's corporate governance framework
- upgrading the accommodation in the space leased in the State Insurance Building in Wellington
- establishing the new Department of Internal Affairs Governance and Business Support Group to replace Strategic Management Support Group
- building a workplace environment in which every employee's contribution is valued and maximised.

A



Summary Overview

In 2000/01 the Department expects to:

- earn \$63.649 million in revenue from the Crown
- earn \$63.525 million in revenue from third parties
- earn \$0.850 million in interest from the New Zealand Debt Management Office
- supply services under (23) Departmental Output Classes and (four) Non-Departmental Output Classes across (nine) Votes
- incur expenses of \$121.219 million in providing these services
- generate a surplus of \$6.805 million. The majority of the surplus will occur in Vote Internal Affairs Output Class D6: Issuing of Official Documents.

The Government's investment in the Department has been increased in the 2000/01 financial year by a capital contribution from the Crown of \$2.799 million associated with the following:

	\$ Million
• Accommodation for National Archives in Wellington	0.914
• Development of computerised finding aids in National Archives	0.517
• Computerisation of historic Births, Deaths and Marriages records.	1.368
	2.799

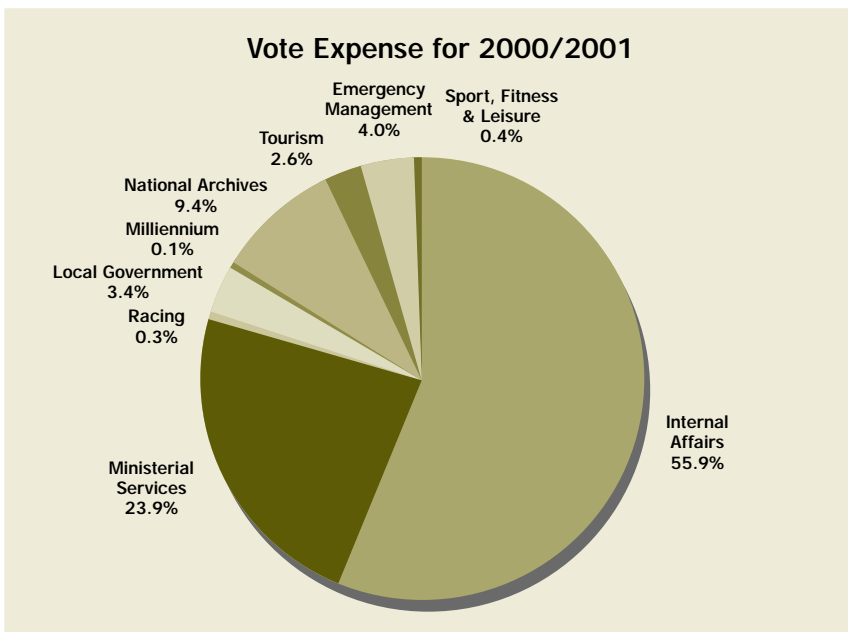
The Department is responsible for making payments for services supplied within appropriation under non-departmental output classes and for other expenditures on behalf of relevant Vote Ministers. Each non-departmental output class provider is directly accountable to the responsible Minister for its performance. The Department is responsible for managing and monitoring contracts with non-departmental output class providers, on behalf of the responsible Minister.

Details of how the non-departmental appropriations will be applied appear, where appropriate, in parts B1, C2, D and E of Votes: Internal Affairs; Emergency Management; Local Government; Ministerial Services; Sport, Fitness and Leisure; and Tourism in the *Estimates of Appropriations for the New Zealand Government for the year ended 30 June 2001*.

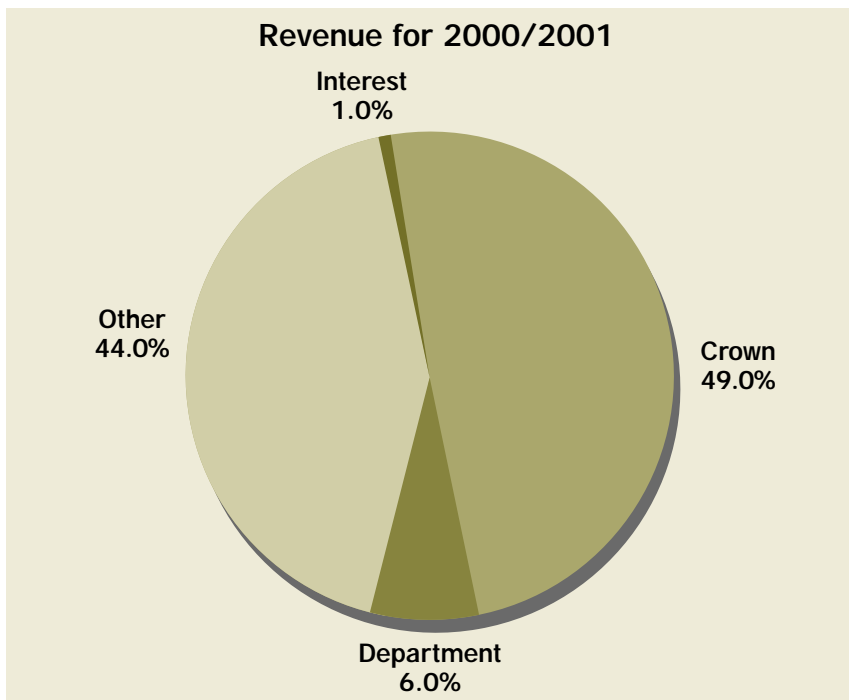


Financial Highlights

	2000/01 Forecast	Budgeted	1999/00 Estimated Actual
	\$000	\$000	\$000
Total revenue ²	128,024	129,088	128,988
Total expenses	121,219	120,695	117,032
Profit on sale of assets	-	124	-
Net surplus	6,805	8,517	11,956
Taxpayers' funds	52,253	49,454	49,454
Closing cash balances	25,340	24,433	31,078



² Figures are GST exclusive.



Comment on Financial Highlights

The main movements in the budget between the 1999/2000 and 2000/01 Forecasts involve:

- a transfer of the history and heritage outputs to the Ministry for Culture and Heritage (a reduction in \$413,000 in revenue Other and \$2.187 million revenue Crown)
- a reduction in revenue Crown funding of \$1.281 million for the Millennium Office as much of the Departmental activity related to the administration and marketing of the celebration events for the Millennium was undertaken in 1999/2000
- an increase in revenue Crown of \$3.236 million to cover the Royal Commission of Inquiry into Genetic Modification
- an increase in revenue Crown of \$2.174 million to provide for additional levels of policy advice in the areas of Local Government, Ethnic Affairs, Racing, Internal Affairs, Emergency Management, Tourism and Sport, Fitness and Leisure
- an increase in revenue Crown of \$311,000 to fund initiatives related to closing the gaps for Māori
- a reduction in revenue Crown of \$2.563 million in the provision of Ministerial support services due to a reduction in demand for services for Ministers' offices (\$887,000) and a transfer of Leadership funding to Vote Parliamentary Services (\$1.676 million).

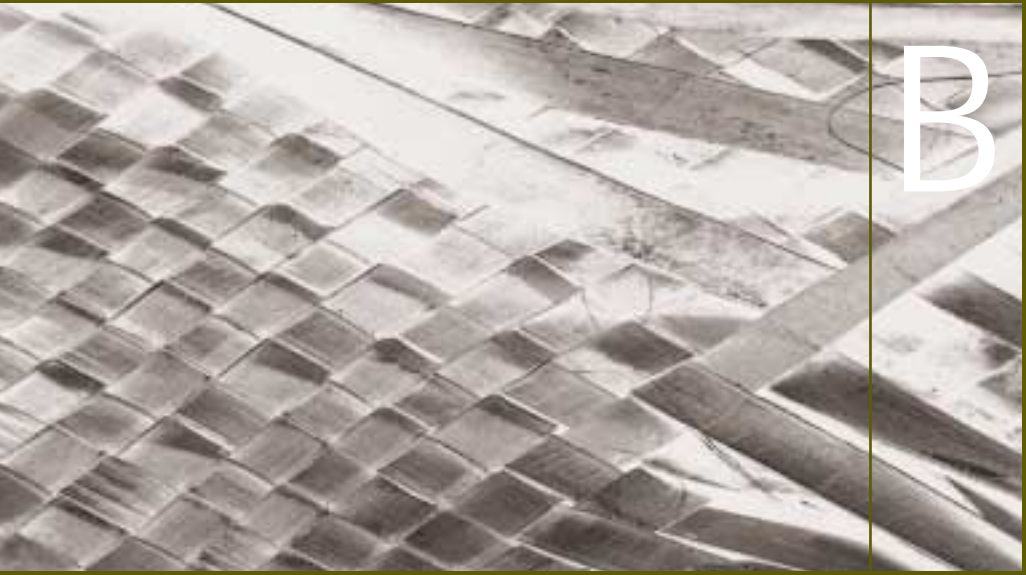
- a reduction in revenue Crown of \$1.202 million in the provision for Guests of Government arising mainly from the one-off costs in 1999/2000 related to the visits of the Presidents of the United States, Peoples Republic of China and South Korea
- an increase of revenue Crown of \$1.333 million to fund National Archives to enable the delivery of core outputs required by the Archives Act 1957 and to provide for computerised finding aids
- a net decrease in revenue other of \$760,000 related to increased gaming licensing and enforcement, and casino inspection activity (increase of \$554,000), administrative and advisory services provided mainly to the Lottery Grants Board (reduction of \$317,000), passport and citizenship services (reduction of \$683,000), and a reduction of \$314,000 for a range of other fees and charges made by the Department
- a net reduction of \$1.712 million in the operating surplus mainly related to passports and citizenship services (\$600,000), funding for the computerisation of historic Births, Deaths and Marriages records (\$846,000) and a reduction of \$142,000 for a range of other activities undertaken by the Department.

Taxpayers funds

- an increase of \$1.368 million in Taxpayers' Funds related to a capital contribution to fund the computerisation of historic Births, Deaths and Marriages records
- an increase of \$517,000 in Taxpayers' Funds related to a capital contribution to fund the development of computerised finding aids for National Archives
- an increase of \$914,000 in Taxpayers' Funds related to a capital contribution to fund additional accommodation for the preservation of National Archives in Wellington.

The stated closing cash position for 30 June 2001 is positive and provides the Department with the liquidity to meet its current liabilities.





Part B

Forecast Financial Statements

Introduction

The purpose of the forecasts is to inform users about expected financial performance, financial position and service objectives.

The forecast financial statements for the Department of Internal Affairs contain the following:

- Statement of Responsibility, signed by the Chief Executive, in respect of the financial statements contained in this report
- Statement of Significant Underlying Assumptions and Significant Accounting Policies to explain the basis on which the forecast statements have been compiled
- Statement of Forecast Financial Performance for the year ended 30 June 2001
- Statement of Forecast Financial Position as at 30 June 2001
- Statement of Forecast Cash Flows for the year ended 30 June 2001
- Reconciliation of Forecast Net Cash Flows from Operating Activities to Net Surplus in the Statement of Forecast Financial Performance for the year ended 30 June 2001
- Statement of Forecast Movements in Taxpayers' Funds (Equity) for the year ended 30 June 2001
- Statement of Forecast Fixed Assets by Category for the year ended 30 June 2001
- Statement of Forecast Objectives – Specifying the Forecast Financial Performance for the Department
- Forecast Statement of Commitments as at 30 June 2001
- Statement of Appropriations for Departmental Output Classes for 2000/01
- Statement of Objectives – Forecast Financial Performance for Each Class of Outputs
- Specific Forecast Performance Objectives for 2000/01.



Statement of Responsibility

The forecast financial statements for the Department of Internal Affairs for the year ended 30 June 2001 contained in this report have been prepared in accordance with Section 34A of the Public Finance Act 1989.

The Chief Executive of the Department of Internal Affairs acknowledges, in signing this statement, that he is responsible for the forecast financial statements contained in this report.

The financial performance forecast to be achieved by the Department for the year ended 30 June 2001 that is specified in the statement of objectives is as agreed with the Minister of Internal Affairs, who is the Minister responsible for the financial performance of the Department of Internal Affairs.

The performance of each class of outputs forecast to be achieved by the Department for the year ended 30 June 2001 that is specified in the statement of objectives is as agreed with the Minister responsible for each Vote administered by the Department.

We certify that the information contained in this report is consistent with the appropriations contained in the Estimates for the year ended 30 June 2001 that are being laid before the House of Representatives under Section 9 of the Public Finance Act 1989.



Signed:

Roger Blakeley

Chief Executive

15 May 2000



Countersigned:

Paul Bryant

Chief Finance Officer

15 May 2000



Statement of Significant Underlying Assumptions

These statements have been compiled on the basis of government policies and the interim outcome of negotiations on the Purchase Agreements between the Department of Internal Affairs and the Minister of Internal Affairs, Minister of Civil Defence, Minister of Local Government, Minister in Charge of Vote Millennium, Minister Responsible for Ministerial Services, Minister Responsible for the National Library and National Archives, Minister for Sport, Fitness and Leisure, Minister for Racing and Minister of Tourism at the time the statements were finalised.

The following forecast financial statements comply with generally accepted accounting practice, as required by the Institute of Chartered Accountants of New Zealand. The forecasts have been prepared on the basis of assumptions as to future events that are expected to occur within the forecast period.

31 March 2000 year-to-date financial information has been used as a base in forecasting estimated actual results. Estimated actual information for 1999/2000 has been used as the opening position for 2000/01 forecasts.

The 2000/01 forecast information will be updated as part of the Government budget process. Information about changes in appropriations will be published in the *Supplementary Estimates for the New Zealand Government for the year ended 30 June 2001*.

Finally, the financial statements have been prepared based on the assumptions that:

- the Department is a going concern
- activities are attributable to the reporting period
- the accrual basis of accounting has been used to record transactions.



Statement of Significant Accounting Policies

Statutory Authority

The forecast financial statements for the Department of Internal Affairs have been prepared in accordance with Section 34A of the Public Finance Act 1989.

Reporting Entity

The reporting entity is the Department of Internal Affairs. The reporting entity consists of those activities represented by outputs supplied by the Department and related assets, liabilities and taxpayers' funds.

Measurement Base

The measurement base adopted is that of historical cost, unless otherwise stated.

Forecast Period

The forecast period for these financial statements is 1 July 2000 to 30 June 2001.

Variations from Forecasts

Actual results for 2000/01 are likely to vary from the information presented and the variations could be material. These variations would be mainly attributed to changes in the level of demand for services produced by the Department.

Basis of Preparation

The forecast financial statements show the financial performance and financial position after eliminating all significant intra entity transactions between output classes.

Foreign Currency Transactions

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

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

Transactions in foreign currencies are converted into New Zealand currency using the exchange rate on the date of the transaction.

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

Cost Allocation

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

Criteria for Direct and Indirect Costs

“Direct Costs” are those costs directly attributed to an output.

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

Direct Costs Assigned to Outputs

Direct costs are treated as follows:

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

For the year ended 30 June 2001, direct costs are forecast to account for 80% of the Department's costs. The percentage budgeted for the 1999/2000 financial year was 83%.

Basis for Assigning Indirect Costs

Indirect costs are allocated to outputs on the basis of a mix of assessed charges, based on perceived benefit, personnel numbers and estimated allocation of time.

Accounts Receivable

Accounts receivable are shown at expected net realisable value after making allowance for doubtful debts as follows:

Age of Debt	Percentage
0 - 2 months	1%
2 - 3 months	5%
3 months and over	30%

Leases

The Department leases office equipment and accommodation. The leases are classified as operating leases. Lease costs are expensed in the period in which they are incurred.

Inventories

Inventories or stock holdings are stated at the lower of cost or net realisable value. Costs are attributed using the First In First Out basis.

Financial Instruments

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

The financial instruments are valued as follows:

Financial Instrument	Valuation
Accounts Receivable	Fair Value
Bank	Nominal Value
Short-Term Deposits	Nominal Value with Accrued Interest
Liabilities	Fair Value

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

Property, Plant and Equipment

Land and buildings are recorded at Net Current Value or Optimised Deprival Value (ODV) with buildings subsequently depreciated over their useful life. Valuations are undertaken in accordance with New Zealand Institute of Valuers standards.

Antiquities and works of art are recorded at Net Current Value.

All other items of property, plant and equipment assets costing more than \$3,000 are capitalised. These assets are initially recorded at cost and subsequently depreciated over their useful lives.

Capital work in progress is recognised as costs are incurred. Depreciation is not recorded until the asset is fully acceptance tested and operational.

Depreciation

Depreciation is charged on all fixed assets except land, antiquities and works of art and capital work in progress. Assets are depreciated on a straight-line basis over the estimated useful life after allowing for residual values where appropriate. Revalued physical assets are depreciated on their revalued amount on a straight-line basis over the remaining useful life.

The estimated useful life for each asset category is as follows:-

Asset Categories	Estimated Useful Life
Buildings	33-50 years
Furniture and Fittings	5-10 years
Office Equipment	5-10 years
Plant and Equipment	5-20 years
Motor Vehicles	2-6 years
EDP Equipment and Software	3-5 years

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

Gains/Losses On Assets

Realised gains and losses arising from the disposal or sale of assets are recognised in the Statement of Financial Performance in the period in which the transaction occurs.

Unrealised gains and losses arising from changes in the value of fixed assets are recognised at balance date. To the extent gains reverse losses previously charged to the Statement of Financial Performance, the gains are credited to the Statement of Financial Performance. Otherwise, gains are credited to an asset revaluation reserve for that class of fixed assets. Unrealised losses are first applied against the revaluation reserve for that class of fixed assets. The balance, if any, is charged to the Statement of Financial Performance. If an asset is sold that has contributed to a revaluation reserve, the related portion of the reserve is transferred to taxpayers' funds.

Employee Entitlements

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

Goods and Services Tax (GST)

The Departmental financial statements are prepared net of GST except for the Statement of Appropriations that is GST inclusive. GST is included based on revenue earned in accordance with Treasury instructions. The amount of GST owing to or from the Inland Revenue Department at balance date is included in accounts receivable or payable as appropriate.

Taxation

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

Commitments

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

Related Parties

The Department of Internal Affairs is a government department and wholly owned entity of the Crown. The Government significantly influences the role of the Department as well as being a major source of revenue. The Department undertakes a number of trading activities with the Crown, other Departments, Crown Entities and State Owned Enterprises.

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

Discontinued Activities

Discontinued activities represent output classes where the delivery of goods and services by the Department have ceased during the 2000/01 year. Please refer to page 103 for details.

Changes in Accounting Policies

There have been no changes in accounting policies, including cost allocation accounting policies, since the date of the last audited financial statements. All policies applied are consistent with those used in the previous year.



Statement of Forecast Financial Performance for the year ended 30 June 2001

	2000/01	1999/00	
	Forecast	Budgeted	Estimated Actual
	\$000	\$000	\$000
Revenue			
Crown	63,649	63,540	63,540
Departments	7,475	7,651	6,526
Other	56,050	57,047	57,931
Interest	850	850	991
Total Revenue	128,024	129,088	128,988
Expenses			
<i>Output Expenses</i>			
Personnel	53,262	56,055	56,235
Operating	59,168	56,650	52,894
Depreciation	4,518	3,689	3,579
Capital charge	4,271	4,301	4,324
Total Output Expenses	121,219	120,695	117,032
Profit on sale of assets	-	124	-
Net Surplus	6,805	8,517	11,956



Statement of Forecast Financial Position as at 30 June 2001

	Forecast Financial Position as at 30 June 2001 \$000	Estimated Financial Position as at 30 June 2000 \$000	Actual Financial Position as at 30 June 1999 \$000
Assets			
<i>Current Assets</i>			
Cash and bank balances	5,340	4,078	3,335
Short-term deposits with the Crown	20,000	27,000	23,000
Prepayments			80
Inventory	1,864	2,204	2,347
Receivables and advances	2,823	2,692	2,936
Total Current Assets	30,027	35,974	31,698
<i>Non-Current Assets</i>			
Term receivables and advances	175		
Fixed assets	48,069	44,690	45,046
Total Assets	78,271	80,664	76,744
Liabilities			
<i>Current Liabilities</i>			
Payables and provisions	10,812	10,720	6,672
Provision for payment of surplus	6,805	11,832	10,094
Accrued expenses	4,053	3,786	8,890
Revenue received in advance	3,716	4,240	4,456
Total Current Liabilities	25,386	30,578	30,112
Term Liabilities			
Accrued Expenses	632	632	628
Total Liabilities	26,018	31,210	30,740
Taxpayers' Funds			
General fund	51,977	49,178	45,728
Revaluation reserve	276	276	276
Total Taxpayers' Funds	52,253	49,454	46,004
Total Liabilities and Taxpayers' Funds	78,271	80,664	76,744



Statement of Forecast Cash Flows for the year ended 30 June 2001

	2000/01 Forecast	1999/00	
		Budgeted	Estimated Actual
	\$000	\$000	\$000
Cash Flows from Operating Activities			
<i>Cash provided from</i>			
Supply of outputs to:			
Crown	63,649	63,540	63,540
Departments	8,555	8,336	6,131
Other	54,234	55,775	58,680
Interest	990	925	926
<i>Cash disbursed to</i>			
Cost of producing outputs:			
Output expenses	(111,861)	(112,787)	(109,907)
Capital charge	(4,271)	(4,301)	(4,324)
Net Cash Flows from Operating Activities	11,296	11,488	15,046
Cash Flows from Investing Activities			
<i>Cash provided from</i>			
Sale of fixed assets	2,622	2,335	2,148
<i>Cash disbursed to</i>			
Purchase of fixed assets	(10,623)	(8,957)	(5,807)
Net Cash Flows from Investing Activities	(8,001)	(6,622)	(3,659)
Cash Flows from Financing Activities			
<i>Cash provided from</i>			
Capital contribution from the Crown	2,799	3,326	3,450
<i>Cash disbursed to</i>			
Payment of surplus to the Crown	(11,832)	(10,094)	(10,094)
Net Cash Flows from Financing Activities	(9,033)	(6,768)	(6,644)
Net Increase/(Decrease) in Cash Held	(5,738)	(1,902)	4,743
Total Cash Balances at 1 July	31,078	26,335	26,335
Closing Total Cash Balances at 30 June Projected	25,340	24,433	31,078



Reconciliation of Forecast Net Cash Flows from Operating Activities to Net Surplus in the Statement of Forecast Financial Performance for the year ended 30 June 2001

	2000/01	1999/00	
	Forecast	Budgeted	Estimated Actual
	\$000	\$000	\$000
Surplus from Statement of Financial Performance	6,805	8,517	11,956
<i>Add non-cash items</i>			
Depreciation	4,518	3,689	3,579
<i>Movements in working capital items</i>			
(Increase)/Decrease in receivables and advances	(131)	193	324
Decrease in payables and provisions	(236)	(1,270)	(1,122)
Decrease in inventories	340	483	143
<i>Items classified as investing activities</i>			
Net (gain)/loss on sale of assets	-	(124)	166
Net Cash Flows from Operating Activities	11,296	11,488	15,046



Statement of Forecast Movements in Taxpayers' Funds (Equity) for the year ended 30 June 2001

	Forecast Position as at 30 June 2001 \$000	Estimated Position as at 30 June 2000 \$000	Actual Position as at 30 June 1999 \$000
Taxpayers' Funds at start of period	49,454	46,004	43,554
Taxpayers' Funds at end of period	52,253	49,454	46,004
Change in Taxpayers' Funds	2,799	3,450	2,450
<i>Analysed as follows:</i>			
Net surplus	6,805	11,956	12,356
Increase in revaluation reserves			100
Asset/Liability transfers between Departments			88
Capital contribution	2,799	3,450	2,872
Provision for payment of surplus to the Crown	(6,805)	(11,956)	(12,966)
Change in Taxpayers' Funds	2,799	3,450	2,450



Statement of Forecast Fixed Assets by Category for the year ended 30 June 2001

	Forecast 30 June 2001			Estimated Actual 30 June 2000		
	Cost or Valuation \$000	Accumulated Depreciation \$000	Carrying Amount \$000	Cost or Valuation \$000	Accumulated Depreciation \$000	Carrying Amount \$000
Land	10,725	-	10,725	12,675	-	12,675
Buildings	16,685	887	15,798	16,685	532	16,153
Building Alterations	6,719	3,014	3,705	6,081	2,969	3,112
Antiquities and Works of Art	573	-	573	573	-	573
Furniture and Fittings	2,054	1,793	261	2,052	1,651	401
Office Equipment	2,554	1,904	650	1,977	1,676	301
Motor Vehicles	5,066	1,409	3,657	4,664	1,585	3,079
Plant and Equipment	7,218	3,936	3,282	5,594	3,454	2,140
EDP Equipment	29,302	19,884	9,418	23,698	17,442	6,256
Total Fixed Assets	80,896	32,827	48,069	73,999	29,309	44,690



Statement of Forecast Objectives – Specifying the Forecast Financial Performance for the Department for the year ended 30 June 2001

	Unit	2000/2001 Forecast	1999/2000 Budgeted	1999/2000 Estimated Actual
Operating results				
Revenue: other	\$000	63,525	64,698	64,457
Revenue: interest	\$000	850	850	991
Total expenses	\$000	121,219	120,695	117,032
Operating surplus before capital charge	\$000	11,076	12,818	16,280
Net surplus	\$000	6,805	8,517	11,956
Working capital				
Liquid ratio		1.16:1	1.07:1	1.16:1
Current ratio		1.18:1	1.08:1	1.18:1
Average debtors outstanding	Days	16	16	14
Average creditors outstanding	Days	44	48	42
Resource utilisation				
Fixed assets:				
Fixed assets as % of total assets	%	61	62	55
Additions as % of fixed assets	%	21	19	13
Taxpayers' funds:				
Level at year-end	\$000	52,253	49,454	49,454
Level per employee	\$000	54	52	51
Forecast net cash flows				
Surplus from operating activities	\$000	11,296	11,488	15,046
Deficit from investing activities	\$000	8,001	6,622	3,659
Net increase/(decrease) in cash held	\$000	(5,738)	(1,902)	4,743
Human Resources³				
Staff turnover (ongoing)	%	14	13	20
Average length of service (ongoing)	Years	5.5	6.4	6.1
Total staff ⁴	No.	900	960	970

3 The Department aims to provide a work environment and conditions of employment that enable it to recruit and retain staff, and fulfil its obligations as a good employer as specified in the State Sector Act.

4 Staff numbers are forecast to reduce to 900 in 2000/01 as a result of the exit of National Archives from 1 October 2000. There will be a consequential impact on taxpayers funds and the level per employee shown above. These numbers have not been adjusted for the impact of the exit of National Archives.

Forecast Statement of Commitments as at 30 June 2001

	2000/2001 Forecast \$000	1999/2000 Estimated Actual \$000
CAPITAL COMMITMENTS		
Other Plant and Equipment		
Less than one year	-	1,445
One to two years	-	143
Total Land and Buildings	-	1,588
OPERATING COMMITMENTS		
Non-Cancellable Accommodation Leases		
Less than one year	5,516	5,670
One to two years	4,636	5,512
Two to five years	10,946	12,203
Over five years	6,344	9,724
Total Accommodation Commitments	27,422	33,109
Other Non-Cancellable Leases		
Less than one year	194	299
One to two years	82	157
Two to five years	13	70
Total Other Lease Commitments	289	526
Non-Cancellable Contracts for the Supply of Goods and Services		
Less than one year	835	1,223
One to two years	660	684
Two to five years	-	658
Total Supply Commitments	1,495	2,565
Total Commitments	29,226	37,788



Statement of Appropriations for Departmental Output Classes for 2000/2001

Departmental Output Classes	GST- Exclusive (Departmental Forecast Report) 2000/01 \$000	GST 2000/01 \$000	GST- Inclusive (Appropriation) 2000/01 \$000	GST- Inclusive (Final Appropriation) ⁵ 1999/00 \$000
Vote Internal Affairs				
D1 Policy Advice (Internal Affairs)	2,383	298	2,681	2,303
D2 Administrative and Advisory Support Services	10,595	1,324	11,919	9,479
D3 Administration of Grants	2,265	283	2,548	2,465
D4 Community Advisory and Information Services to the Public	7,007	877	7,884	7,828
D5 Issuing of Licences and Administration of Regulations	7,756	1,003	8,759	7,949
D6 Issuing of Official Documents	36,885	5,314	42,199	41,511
D7 Ethnic Affairs Policy Advice and Information Services	400	50	450	.
D8 Translation Services	500	63	563	563
Total Vote Internal Affairs	67,791	9,212	77,003	72,098
Vote Emergency Management				
D1 Policy Advice (Emergency Management)	898	113	1,011	1,481
D2 Support Services, Information and Education	2,487	311	2,798	2,954
D3 Management of National Emergency Readiness, Response and Recovery	1,490	186	1,676	906
Total Vote Emergency Management	4,875	610	5,485	5,341
Vote Local Government				
D1 Policy Advice (Local Government)	2,491	312	2,803	1,836
D2 Information, Support and Regulatory Services (Local Government)	1,604	201	1,805	1,760
Total Vote Local Government	4,095	513	4,608	3,596
Vote Millennium				
D1 Administrative and Advisory Support Services	133	17	150	685
Total Vote Millennium	133	17	150	685

5 The 1999/2000 final appropriations have been adjusted to reflect the full years effect of Vote and Output Class transfers.

Departmental Output Classes	GST- Exclusive (Departmental Forecast Report) 2000/01 \$000	GST 2000/01 \$000	GST- Inclusive (Appropriation) 2000/01 \$000	GST- Inclusive (Final Appropriation) ⁵ 1999/00 \$000
Vote Ministerial Services				
D1 Support Services to Ministers	19,262	2,408	21,670	24,553
D2 Crown and Ministerial Property Management	2,522	315	2,837	2,509
D3 Visits and Ceremonial Services	1,880	234	2,114	3,326
D4 VIP Transport Services	5,256	657	5,913	5,913
Total Vote Ministerial Services	28,920	3,614	32,534	36,301
Vote National Archives				
D1 National Archival Services	11,364	1,420	12,784	11,418
Total Vote National Archives	11,364	1,420	12,784	11,418
Vote Racing				
D1 Policy Advice (Racing)	316	40	356	138
Total Vote Racing	316	40	356	138
Vote Sport, Fitness and Leisure				
D1 Policy Advice (Sport, Fitness and Leisure)	515	65	580	280
Total Vote Sport, Fitness and Leisure	515	65	580	280
Vote Tourism				
D1 Policy Advice (Tourism)	2,083	260	2,343	1,743
D2 Wairākei Tourist Park: Development and Management	1,127	148	1,275	1,327
Total Vote Tourism	3,210	408	3,618	3,070

5 The 1999/2000 final appropriations have been adjusted to reflect the full years effect of Vote and Output Class transfers.

Statement of Objectives – Forecast Financial Performance for each Class of Outputs for the year ended 30 June 2001

The Department of Internal Affairs is committed to provide output classes in 2000/01 which meet the requirements of its Vote Ministers and various third party purchasers in terms of their nature, timeliness, quality and quantity specifications, and cost.

Summary of Departmental Output Classes

Output classes to be delivered by the Department, and their associated revenue, expenses and surplus/(deficit) are summarised below. Full descriptions for each output class and specific performance objectives are on pages 46 to 94.

Departmental Output Class	Description	Revenue Crown \$000	Revenue Depts \$000	Revenue Other \$000	Total Expenses \$000 ⁶	Surplus/ (deficit) \$000
Vote Internal Affairs (Mode B Gross)						
D1 Internal Affairs Policy Advice	Advice and information on matters relating to gaming and censorship, fire and building, constitutional, and community development; the performance of Crown entities and Ministerial servicing.	2,381	-	-	2,383	(2)
D2 Administrative and Advisory Support Services	Support Services to a variety of organisations including NZ Lottery Grants Board, Crown trusts and fellowships; and Commission of Inquiry. Constitutional services and services to the Clerk of the Writs.	3,429	-	7,164	10,595	(2)
D3 Administration of Grants	Assessment, disbursement and administration of five grants to fund various community organisations.	2,265	-	-	2,265	-

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⁶ Corresponds to the appropriated sum excluding GST.

Departmental Output Class	Description	Revenue Crown \$000	Revenue Depts \$000	Revenue Other \$000	Total Expenses \$000 ⁶	Surplus/ (deficit) \$000
D4 Community Advisory and Information Services to the Public	Community advice and information. Information on fire service and building controls legislation. ⁷ Production of <i>New Zealand Gazette</i> .	4,884	1,316	816	7,007	9
D5 Issuing of Licences and Administration of Regulations	Issuing of licences involving all aspects of gaming and employees of the country's casinos. Investigations and audits to test compliance with regulations pursuant to relevant legislation ⁸ and enforcing regulations pursuant to these Acts ⁸ , with prosecutions carried out where appropriate. Policy advice on gaming licensing regime and associated fees.	1,307	-	6,719	7,756	270
D6 Issuing of Official Documents	Information on entitlements and obligations under various Acts. ⁹ Assessment of applications for and issuing of NZ passports and other travel documents; and for grants of citizenship. Registration and confirmation of citizenship. Registration of births, deaths and marriages. Issuing certificates and information relating to births, deaths and marriages. Maintenance of associated national records relating to passports, citizenship, births, deaths and marriages. Authentication of official documents. Policy advice on identity and citizenship.	1,853	452	40,206	36,885	5,626
D7 Ethnic Affairs Policy Advice and Information Services	Advice and information on matters relating to ethnic affairs. Including Ministerial servicing; and providing community advisory and information services to ethnic communities.	400	-	-	400	-

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7 Building Industry Authority and Building Act 1991.

8 The Gaming and Lotteries Act 1977, the Racing Act 1971, the Casino Control Act 1990 and the Films, Videos and Publications Classification Act 1993.

9 The Citizenship Act 1977, the Passport Act 1992 and the Births, Deaths and Marriages Registration Act 1995.

Departmental Output Class	Description	Revenue Crown \$000	Revenue Depts \$000	Revenue Other \$000	Total Expenses \$000 ^a	Surplus/ (deficit) \$000
(Mode B Net)¹⁰						
D8 Translation Services	Translation and other foreign language services to Ministers and third parties.	-	345	155	500	-
Vote Emergency Management (Mode B Gross)						
D1 Policy Advice (Emergency Management)	Strategic policy development and policy advice on civil defence and emergency management frameworks, procedures and operations. Including Ministerial servicing.	899	1	-	898	2
D2 Support Services, Information and Education	Implementing structures and policies and assisting the development of best practice approaches to civil defence and emergency management. Information and support services relating to the emergency management sector.	2,480	6	-	2,487	(1)
D3 Management of National Emergency Readiness, Response and Recovery	Management of the capability to monitor, and/or respond to and recover from emergencies outside the scope of local organisations.	1,489	1	-	1,490	-
Vote Local Government (Mode B Gross)						
D1 Policy Advice (Local Government)	Policy advice on local government issues, including Ministerial servicing.	2,492	-	-	2,491	1
D2 Information, Support and Regulatory Services (Local Government)	Information, advisory, support and regulatory services on local government issues, including Lake Taupo and the exercise of territorial authority functions for certain off-shore islands.	1,324	-	280	1,604	-

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¹⁰ For this output class, the Minister of Finance has approved the incurring of costs of up to the estimated level of trading revenue earned from third parties. This approval is given under Section 10 of the Public Finance Act 1989.

Departmental Output Class	Description	Revenue Crown \$000	Revenue Depts \$000	Revenue Other \$000	Total Expenses \$000 ^a	Surplus/ (deficit) \$000
Vote Millennium (Mode B Gross)						
D1 Administrative and Advisory Support Services	Administrative and advisory services relating to the Towards 2000 Taskforce, distribution of funding and the delivery of the Official Millennium Celebrations Programme. Including Ministerial servicing.	133	-	-	133	-
Vote Ministerial Services (Mode B Gross)						
D1 Support Services to Ministers	Support services for Ministers, including administration, accounting, personnel, information technology, facilities management, media and advisory services.	19,237	15	10	19,262	-
D2 Crown and Ministerial Property Management	Management of residential accommodation provided for Ministers of the Crown, including owned and leased property.	2,497	-	25	2,522	-
D3 Visits and Ceremonial Services	Services to manage programmes for visiting Guests of Government, reception services at international airports for the Governor-General, Ministers and Guests of Government, state and Ministerial functions, commemorative events, and national anniversaries. Congratulatory messages and various constitutional services and the custody of emblems of national identity.	1,869	-	5	1,880	(6)
D4 VIP Transport Services	Chauffeur-driven vehicle services for Ministers, the Leader of the Opposition, former Governors-General and Prime Ministers and their widows, the judiciary and distinguished visitors. Providing self-drive vehicles, principally for Ministers.	-	5,146	110	5,256	-



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Departmental Output Class	Description	Revenue Crown \$000	Revenue Depts \$000	Revenue Other \$000	Total Expenses \$000 ¹	Surplus/ (deficit) \$000
Vote National Archives						
D1 National Archival Services	Collection, storage and treatment of official records and access to these items. Provision of operational policy, standard setting and archival advice.	10,609	193	560	11,364	(2)
Vote Racing (Mode B Gross)						
D1 Policy Advice (Racing)	Provision of policy advice on racing issues, and race betting and sports betting, including Ministerial servicing.	317	-	-	316	1
Vote Sport, Fitness and Leisure (Mode B Gross)						
D1 Policy Advice (Sport, Fitness and Leisure)	Provision of policy advice on sport, fitness and leisure issues, including Ministerial servicing.	516	-	-	515	1
Vote Tourism (Mode B Gross)						
D1 Policy Advice (Tourism)	Advice on policy issues related to New Zealand tourism; administration of non-departmental outputs supplied by the New Zealand Tourism Board, administration of legislation and lands, including Ministerial servicing.	2,083	-	-	2,083	-
D2 Wairākei Tourist Park: Development and Management	Advice on Wairākei Tourist Park, and services for the management of the Park.	1,185	-	-	1,127	58



Specific Forecast Performance Objectives for 2000/2001

The following performance objectives are specific to classes of outputs produced by the Department. These performance objectives are based on this Department's expected performance as set out in the 2000/2001 Purchase Agreements to be agreed between the Chief Executive and respective Vote Ministers by 31 July 2000.

Changes in expected performance can occur after this report is published because of:

- changes to the Department's purchase agreements as agreed between the Minister concerned and Chief Executive
- changes to appropriations
- changes to the forecast financial statements once the audited financial statements for the previous year are available.

There is no requirement to prepare an updated DFR during a financial year. Instead the Department will insert an extra column or note disclosure in the financial statements in the annual report indicating the change in expected performance agreed in Supplementary Estimates. It will also include text explaining changes to agreed expected performance, and explain the variance, if any, between the updated expected performance and the actual performance reported.

The 2000/2001 Annual Report would then contain:

- 2000 Budget day forecasts shown in the 2000/2001 DFR
- 2000/2001 Supplementary Estimates forecasts
- 2000/2001 actual results
- comparative actual results for 1999/2000
- discontinued or new activities arising from government policy.



Vote Internal Affairs

Output Class D1 – Policy Advice (Internal Affairs)

Description

This output class involves policy advice and Ministerial services.

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

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

Quantity, Quality and Timeliness

Performance targets for *Internal Affairs Policy Advice* are:

- the Policy Work Programme progressed as agreed between the Minister of Internal Affairs and the Chief Executive, or as amended by agreement during the year, with emphasis on the policy areas described above
- members of Crown entity boards and statutory bodies appointed as required (an estimated 10 appointments expected)
- provision of advice on Crown entities' governance, the Crown's ownership interest and any risks and issues
- policy advice provided in accordance with agreed policy quality criteria as listed on pages 98-100
- all policy advice provided in accordance with the quality assurance system for policy advice
- Ministerial satisfaction with the coverage and the timeliness of the policy advice rated at eight or greater on a scale of one to nine, where one is "very poor" and nine is "outstanding", the assessment mechanism being a half-yearly survey.

Performance targets for *Ministerial Correspondence and Questions* are:

- replies as required to all Ministerial correspondence, with an estimated range of 800 to 1,000
- responses as required to all Official Information Act requests and Ombudsman enquiries, with an estimated range of 25 to 35
- answers as required to all Parliamentary Questions, with an estimated range of 400 to 500

- 95% of draft responses to Ministerial correspondence returned to the Minister's office for signature, within 15 working days of receipt from the Minister's office, or such other deadlines as may be specifically agreed
- 100% of draft responses to Official Information Act requests and Ombudsman enquiries returned to the Minister's office for signature two days prior to the statutory deadline for reply
- all draft replies to Parliamentary Questions completed within the timeframes specified by the Minister
- at least 95% of first versions of replies to Ministerial correspondence, Official Information Act requests, Ombudsman enquiries and Parliamentary Questions accepted by the Minister.

Cost

This output class will be provided within the appropriated sum of \$2.681 million including GST. The GST-exclusive amount of \$2.383 million will be funded by Revenue Crown.

The costs of outputs to be supplied within this output class are¹¹:

	2000/01 Forecast \$ million	1999/00 Budgeted \$ million
Internal Affairs Policy Advice	1.747	1.492
Advice on Crown Entity Performance and Appointments	0.414	0.275
Ministerial Correspondence and Questions	0.222	0.280
Total excluding GST	2.383	2.047
GST	0.298	0.256
Total appropriation for the output class	2.681	2.303

¹¹ Any demand driven increase in the cost of one output will require adjustment to the cost of other outputs, as amended by agreement with the Minister during the year.

Output Class D2 – Administration and Advisory Support Services

Description

This output class involves:

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

Quantity, Quality and Timeliness

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

- 6,600 (the estimated range is 6,200 to 7,000) grant applications processed
- 107 meetings (the estimated range is 102 to 112) scheduled by the NZLGB, Presiding Members Policy Advisory Group, lottery distribution committees and lottery sub-committees serviced
- average cost per dollar distributed at 5.8 cents or less¹²
- percentage of total Lottery Grants Board income used in administration maintained at 6% or less¹³
- deliver the range of services specified in the Lottery Grants Memorandum of Understanding.¹⁴ The estimated range of staff time is 75,000 to 90,000 hours¹⁵
- 85% of respondents to an annual independent survey of all appointed members rate the quality and timeliness of services at seven or greater on a scale of one to nine, where one is “very poor” and nine is “outstanding”
- 85% of respondents to an annual independent survey of a random sample of at least 400 completed interviews of lottery grants applicants rate services at seven or greater on a scale of one to nine, where one is “very poor” and nine is “outstanding”

¹² Based on a forecast of \$123 million allocated or distributed by the NZLGB and distribution committees respectively.

¹³ Based on a forecast NZLGB income of \$130 million for 2000/2001.

¹⁴ Memorandum of Understanding between the Minister of Internal Affairs and the Secretary for Internal Affairs for Lottery Grants administrative and advisory support services.

¹⁵ Based on 62.5 full time equivalents working 40 hours per week for 33 weeks per annum (the remaining weeks are for training, leave and other corporate activities).

- 100% of complete and eligible applications received before the advertised closing date will have been presented at the next scheduled decision making meeting following that closing date
- 100% of grant payments are paid within ten working days of recipients' compliance with pre-payment and payment process conditions set by the committee
- 100% of logged customer service complaints are responded to within timeframes specified in internal quality service documentation.

Performance targets for *Crown Trusts and Fellowships* are:

- servicing of the Norman Kirk Memorial Trust; Pacific Development and Conservation Trust; Peace and Disarmament Education Trust; Winston Churchill Memorial Trust; the Commemorating Waitangi Day Fund; and the New Zealand 1990 Scholarships Trust
- monitoring the Community Trusts Act 1999
- 500 (the estimated range is 450-550) grant applications processed and 450 (the estimated range is 400 to 500) copies of Winston Churchill Fellows' reports distributed
- support services provided for seven disbursement meetings (the estimated range is six to nine), three policy committee meetings (the estimated range is two to four) and five finance committee meetings (the estimated range is four to six)
- the appointment of 30 trustees (the estimated range is 26 to 36 per year) to the Community Trusts administered
- the appointments to the Lottery Grants Board and Distribution Committees administered as vacancies arise
- advice to the Ministers of Internal Affairs, Finance, and Disarmament and Arms Control concerning the above Trusts and Fellowships provided as required
- 98% of administrative, advisory support and monitoring services, assessed through a random audit against an internal control checklist, provided in accordance to the standards specified in the Trusts and Fellowships Procedures Manuals and internal quality service documentation
- 100% of logged customer service complaints responded to within timeframes specified in internal quality service documentation.



If any *Commissions of Inquiry* are established, performance targets¹⁶ will be:

- all administrative and advisory support services are provided to the Commission within the negotiated timeframe
- accurate and appropriate information provided
- Commissioner's average rating in annual surveys is seven or greater on a scale of one to nine, where one is "very poor" and nine is "outstanding".

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

- 100% of documentation accepted concerning general elections
- 100% of Ministerial submissions accepted in relation to legislation administered.

Cost

This output class will be provided within the appropriated sum of \$11.919 million including GST. The GST-exclusive amount of \$10.595 million will be funded by Revenue Crown of \$3.429 million and estimated revenue from third parties of \$7.164 million.

The costs of outputs to be supplied within this output class are:

	2000/01 Forecast \$ million	1999/00 Budgeted \$ million
Services to Lottery Grants Board and Distribution Committees ¹⁷	6.847	7.129
Crown Trusts and Fellowships	0.388	0.372
Commissions of Inquiry	3.282	0.767
Historical Advice and Administrative Services	-	0.034
Constitutional Services ¹⁸	0.054	0.100
Services to the Office of the Clerk of the Writs	0.024	0.024
Total excluding GST	10.595	8.426
GST	1.324	1.053
Total appropriation for the output class	11.919	9.479

¹⁶ These apply to Commissions of Inquiry but not to any judicial review.

¹⁷ The cost of administration of the New Zealand Lottery Grants Board is recovered from the profits of New Zealand lotteries.

¹⁸ In 1999/2000 Constitutional Services were included in output class Visits and Ceremonial Services.

Output Class D3 – Administration of Grants

Description

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

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

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

Quantity, Quality and Timeliness

Performance targets for *Administration of Grants* are:

- 3,700 (the estimated range is 3,400 to 4,000) grant applications processed
- grant scheme services provided to assess and monitor grants, inform and assist prospective grant applicants, and support and train COGS committees. The estimated range of staff time is 21,000 to 25,000 hours
- a profile on the contribution of COGS volunteers published
- 100% of COGS public planning and selection meeting processes assessed against a checklist specified in COGS grants scheme procedural documentation and approved by the COGS National Advisory Committee
- a minimum 98% of applications, assessed through a random audit against an internal control checklist, meet standards specified in grants scheme procedural documentation
- a minimum 98% of grant disbursements, assessed through a random audit against an internal control checklist, meet standards for accuracy and timeliness specified in internal quality service documentation
- provision of services and training to COGS National Advisory Committee and Local Distribution Committee members will result in 85% of respondents to a customer satisfaction survey of committee members rating quality and timeliness at seven or greater on a scale one to nine, where one is "very poor" and nine is "outstanding"
- 100% of logged customer service complaints responded to within timeframes specified in internal quality service documentation.

Cost

This output class will be provided within the appropriated sum of \$2.548 million including GST. The GST-exclusive amount of \$2.265 million will be funded by Revenue Crown.

The costs of outputs to be supplied within this output class are:

	2000/01 Forecast \$ million	1999/00 Budgeted \$ million
Administration of Grants	2.265	2.191
Total excluding GST	2.265	2.191
GST	0.283	0.274
Total appropriation for the output class	2.548	2.465



Output Class D4 – Community Advisory and Information Services to the Public

Description

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

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

Quantity, Quality and Timeliness

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

- advisory services provided to community groups using a community development approach. The estimated range of staff time is 24,000 to 30,000 hours
- 35 Community Project Worker agencies provided with project management advisory services
- 30 (the estimated range is 25 to 35) youth worker networks provided with facilitation and training advisory services
- an international community development conference hosted in April 2001
- an evaluation of Community Project Worker Scheme Crime Prevention projects completed
- 90% of advisory services, assessed through a random audit against an internal control checklist, meet standards specified in internal quality service documentation
- 100% of logged customer service complaints acted on within timeframes specified in internal quality service documentation.

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

- community information services to individuals, community groups and agencies. The estimated range of staff time is 15,000 to 19,000 hours
- a minimum of 50 updates made to the Community Net website

- 300 (estimated range 250 to 350) Community Net e-mail and helpdesk enquiries responded to
- public access to the Funding Information Service database provided at 17 sites
- 11 editions of *Rural Bulletin* published and circulated in conjunction with the Ministry of Agriculture and Forestry
- 90% of information services, assessed through a random audit against an internal control checklist, will meet standards specified in internal quality service documentation
- 85% of respondents to a customer satisfaction survey of information service clients will rate information at seven or greater on a scale of one to nine, where one is "very poor" and nine is "outstanding"
- 100% of logged customer service complaints are responded to within timeframes specified in internal quality service documentation.

Performance targets for *Government Information Services* are:

- access to information about government and local government services maintained through the *Blue Pages* published in 18 Telecom Regional Telephone Directories
- no more than one compensation claim against *Blue Pages* sustained
- 90% of respondents to an annual client satisfaction survey rate the information on *Blue Pages* as "useful".

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

- 110 (the estimated range is 100 to 120) written items of information provided during the year, dealing with issues such as the building levy, building regulation compliance and consents, and building and fire safety provisions
- 100% of written requests for information responded to within 10 working days of receipt of request
- all written items of information met the following standards:
 - factually accurate
 - provide all necessary information
 - laid out in the standard format and layout.



Performance targets for *New Zealand Gazette* are:

- 49 principal editions, two special editions, 47 custom editions, all requested professional lists, trade lists, and supplements published
- 100% *New Zealand Gazettes* published to deadlines
- the text of the *New Zealand Gazette*, typeset and published in accordance with text supplied by the client with no more than one error per month.

Cost

This output class will be provided within the appropriated sum of \$7.884 million including GST. The GST-exclusive amount of \$7.007 million will be funded by Revenue Crown of \$4.884 million and estimated revenue from third parties of \$2.132 million.

The costs of outputs to be supplied within this output class are:

	2000/01 Forecast \$ million	1999/00 Budgeted \$ million
Advisory Services to Community Groups	2.776	2.585
Information Services to the Community Sector	1.857	1.874
Government Information Services	0.816	0.816
Advisory and Information Services on Building Controls and Fire Service	0.203	0.185
<i>New Zealand Gazette</i> ¹⁹	1.355	1.495
Total excluding GST	7.007	6.955
GST	0.877	0.873
Total appropriation for the output class	7.884	7.828

¹⁹ In 1999/2000 the *New Zealand Gazette* output was shown in output class Official Legal and Historical Publications that is disestablished in 2000/01.

Output Class D5 – Issuing of Licences and Administration of Regulations

Description

This output class involves services relating to:

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

Quantity, Quality and Timeliness

Performance targets for *Censorship Inspections* are:

	Target	Range (Est)
Video site inspections	325	300 to 350
Film site inspections	20	10 to 30
Magazine/book site inspections	325	300 to 350
Electronic media site inspections	475	450 to 500
Other forms of publication inspections	550	500 to 600

- 95% of inspection reports will meet the reporting criteria detailed in the 2000/01 Purchase Agreement.

Performance targets for *Censorship Investigations* are:

- an estimated minimum of 300 censorship investigations in the year completed to standards and legal requirements²⁰
- a capacity for 695 hours per inspector per year spent on investigations
- 100% of investigations reviewed by the manager monthly and within seven days of completion to ensure legal requirements are complied with
- 100% of investigations comply with legal requirements.

Performance targets for *Censorship Prosecutions* are:

- an estimated minimum of 15-20 cases of censorship prosecutions completed²¹

²⁰ The number and complexity of investigations is difficult to predict and depends on results of inspections and complaints or other information received.

²¹ A breakdown of the types of cases will be supplied, 80% of which are expected to involve the trade in and possession of objectionable material.

- a capacity for 694 staff hours per inspector per year spent on censorship prosecutions
- 100% of prosecution files submitted to the manager within four weeks of the completion of the investigation
- the following standards for the conduct of prosecutions will be maintained:
 - a maximum of 5% of cases dismissed where *prima facie* case not established
 - a maximum of 5% of cases receive adverse judicial comments on prosecution case or preceding investigation process
 - a minimum of 90% of prosecution cases granted approval to pursue prosecution by the Attorney-General (Section 123, 124, 131 offences).

Performance targets for *Casino Audits*²² are:

	Target	Range (Est)
Financial audits	252	220 to 270
Table games	1,095	1,050 to 1,150
Gaming machines	842	800 to 900
Cashiering	491	460 to 540
Surveillance	540	500 to 580
Security	315	280 to 330

- all audit reports will meet criteria specified in the Casino Supervision and Inspection Risk Assessment/Audit Programme.

Performance targets for *Casino Investigations* are:

	Target	Range (Est)
Patron complaints in relation to the conduct of gaming	122	100 to 140
Ongoing suitability of individuals to hold Certificates of Approval	20	15 to 25
Investigations into operator breaches	18	12 to 22
Investigations into offences under the Casino Control Act	155	130 to 170

- all investigation reports will meet criteria specified in the Casino Supervision and Inspection Investigations Procedures Manual
- 100% of complaints acted on within seven days of receiving the complaint.

²² Targets have changed substantially since last year's DFR due to redefinition of activities in the Casino Supervision and Inspection Audit Programme.

Performance targets for *Gaming Licensing*²³ are:

	Target	Range (Est)
Prize competition licences issued	30	25 to 35
Housie licences issued	700	600 to 800
Lottery licences	750	675 to 825
Other game of chance licences issued	120	70 to 170
Society applications for gaming machine licences:		
• new applicants	30	20 to 40
• amendments	550	450 to 650
• annual renewals	850	750 to 950
• casino employee approvals	775	500 to 1,050
• 99% of licences and amendments are issued without error		
• 99% of licences and amendments issued in accordance with policy and legislation		
• 95% of licences and amendments (excluding gaming machines renewals) issued within ten days of the receipt of a complete application.		

Performance targets for *Gaming Advice and Information*²⁴ are:

- 1,123 hours of staff time allocated to the provision of advice and information relating to the application of gaming law; the advice being provided from the Gaming Licensing Office in Wellington between 8.30am and 5.00pm Monday to Friday (inclusive)
- 95% of requests for advice/information meet the following quality/timeliness criteria:
 - answered without error
 - answered in accordance with legislation and policy
 - answered within agreed timeframes, which are:
 - * no more than 10 working days for straightforward requests
 - * 20 working days for Official Information Act (OIA) requests
- advice to Minister as per Departmental criteria for policy advice.

Performance targets for *Gaming Audits* are:

- the following are forecasted for completion:
 - 160 gaming machine society audits completed
 - 160 gaming machine site audits completed
 - 40 other audits completed

²³ All licensing outputs are driven by customer demand. Figures given here are the best available estimates based on historical data.

²⁴ Volumes are subject to client demand.

- a capacity for 13,300 hours of staff time spent on gaming audits
- 100% of gaming machine audits comply with standards/criteria specified in the risk based gaming machine audit model
- 100% of housie audits completed in accordance with standards/criteria specified in the risk based housie audit model
- 100% of other audits completed in accordance with criteria specified in the Gaming Compliance 2000/01 Business Plan.

Performance targets for *Gaming Investigations*²⁵ are:

- the following are forecasted for completion:
 - 100 gaming machine investigations completed
 - 30 other investigations completed
- a capacity for 8,400 hours of staff time spent on gaming investigations
- 100% of investigations comply with legal requirements.

Performance targets for *Gaming Prosecutions*²⁶ are:

- the following are forecasted for completion:
 - two gaming machine prosecutions completed
 - seven other prosecutions completed
- a capacity for 1,300 hours of staff time spent on gaming prosecutions
- 100% of dates set by the Court are met and complied with by the Department
- a maximum of 5% of cases dismissed where *prima facie* case is not established
- a maximum of 5% of cases receive adverse judicial comments on prosecution case or preceding investigation process.

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

- 10 formal gaming machine clinics completed
- 150 gaming machine site visits completed
- 60 housie site visits completed
- a capacity for 2,000 hours of staff time spent on education services
- all gaming education work completed in accordance with criteria specified in the Gaming Compliance 2000/01 Business Plan.

²⁵ The number and complexity of investigations is difficult to predict and depends on the result of audits or the receipt of other information, including complaints.

²⁶ The number and complexity of prosecutions is difficult to predict and dependent on the result of investigations.

Performance targets for *Gaming Regulatory Policy Advice* are:

- completion of the Policy Work Programme as agreed between the Minister of Internal Affairs and the Chief Executive, or as amended by agreement during the year, with emphasis on the gaming regulatory regime
- policy advice provided in accordance with agreed policy quality criteria as listed on pages 98 to 100
- all policy advice provided in accordance with the quality assurance system for policy advice
- Ministerial satisfaction with the coverage and the timeliness of the policy advice rated at eight or greater on a scale of one to nine, where one is "very poor" and nine is "outstanding", the assessment mechanism being a half yearly survey.

Cost

This output class will be provided within the appropriated sum of \$8.759 million including GST. The GST-exclusive amount of \$7.756 million will be funded by Revenue Crown of \$1.307 million and estimated revenue from third parties of \$6.719 million.

The costs of outputs to be supplied within this output class are:

	2000/01 Forecast \$ million	1999/00 Budgeted \$ million
Censorship Inspections	0.343	0.280
Censorship Investigations	0.343	0.280
Censorship Prosecutions	0.340	0.277
Casino Audits	2.158	1.850
Casino Investigations	0.539	0.475
Gaming Licensing	1.688	1.480
Gaming Advice and Information	0.138	0.110
Gaming Audits	1.038	0.957
Gaming Investigations	0.830	0.935
Gaming Prosecutions	0.104	0.128
Education Services to Gaming Sector	0.104	-
Provision of Operational Policy	-	0.100
Gaming Regulatory Policy Advice	0.131	0.153
Total excluding GST	7.756	7.025
GST	1.003	0.924
Total appropriation for the output class	8.759	7.949



Output Class D6 – Issuing of Official Documents

Description

This output class involves:

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

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

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

Quality, Quantity and Timeliness

Performance targets for *Citizenship* are:

	Target	Range (Forecast)
Applications for grants of citizenship	26,000	24,000 to 28,000
Applications for registration of citizenship by descent	5,500	5,000 to 6,000
Applications for certificates of citizenship status	3,750	3,500 to 4,000

- 99% of citizenship documents issued without error
- 80% of applications for grants of citizenship recommended to the Minister within four months of receipt

- 95% of applications for registration of citizenship, not involving adoption, completed within 20 working days of receiving a completed application
- 95% of applications for certificates of status completed within 20 working days of receiving a completed application.

Performance targets for *Passports* are:

	Target	Range (Forecast)
Standard passports	325,000	300,000 to 350,000
Urgent passports	28,000	25,000 to 31,000
Other travel documents	7,000	5,500 to 8,500

- 99% of passport documents issued without error
- 99% of urgent passports and other urgent travel documentation issued within three working days of receipt of a completed application
- 99% of non-urgent passports issued within 10 working days of receipt of a completed application.

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

	Target	Range (Forecast)
Birth registration	59,000	56,000 to 62,000
Death registration	28,750	27,000 to 30,500
Marriage registration	21,250	20,000 to 22,500
Births, Deaths and Marriages access certificates issued	261,000	245,000 to 273,000
Micrographics ²⁷ issued	65,000	60,000 to 70,000

- 99% of birth, death and marriage certificates issued without error
- 99% of birth, death and marriage information is registered without error
- 95% of death registrations will be completed within three working days from receipt of a properly completed notification or application form
- 95% of birth and marriage registrations will be completed within four working days from receipt of a properly completed notification or application form
- 99% of completed applications for certificates from fully computerised registrations that are received:
 - i) by 3.00pm will be processed on the same working day
 - ii) after 3.00pm will be processed the next working day

27 A "micrographic copy", offered for sale to the public from Births, Deaths and Marriages, is a photocopy taken from a microfilmed version of a birth, death or marriage registration entry. It is not a certified copy of the registration and does not bear a Seal of a Registrar of Births, Deaths and Marriages, and so, generally, cannot be used for any "official" purpose. It is the product preferred.

- 95% of certificates from registrations which are not fully computerised will be processed within eight working days of receipt of a completed application
- 95% of documents issued from micrographic retrieval system produced within eight working days.

Performance targets for *Authentication Services* are:

	Target	Range (Forecast)
Authentication of documents	1,750	1,700 to 1,800

- 99% of documents authenticated without error
- 95% of documents submitted for authentication will be processed within five working days.

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

- the Policy Work Programme completed as agreed between the Minister of Internal Affairs and the Chief Executive, or as amended by agreement during the year, with emphasis on policy advice on identity and citizenship
- policy advice provided in accordance with agreed policy quality criteria as listed on pages 98 to 100
- all policy advice provided in accordance with the quality assurance system for policy advice
- Ministerial satisfaction with the coverage and the timeliness of the policy advice rated at eight or greater on a scale of one to nine, where one is "very poor" and nine is "outstanding", the assessment mechanism being a half yearly survey.

Performance targets for *Ministerial Correspondence and Questions* are:

- replies as required to all Ministerial correspondence, with an estimated range of 420 to 450
- an estimated 0 to 10 responses to Official Information Act requests and Ombudsman enquiries on all items responded to as required
- an estimated 35 to 40 draft answers to Parliamentary Questions on all items drafted as required
- 95% of draft responses to Ministerial correspondence returned to the Minister's office for signature within 15 working days of receipt from the Minister's office, or such other deadlines as may be specifically agreed
- 100% of draft responses to Official Information Act requests and Ombudsman enquiries returned to the Minister's office for signature, two days prior to the statutory deadline for reply

- all draft replies to Parliamentary Questions completed within the timeframes specified by the Minister
- at least 95% of first versions of replies to Ministerial correspondence, Official Information Act requests, Ombudsman requests and Parliamentary Questions accepted by the Minister.

Cost

This output class will be provided within the appropriated sum of \$42.199 million including GST. The GST-exclusive amount of \$36.885 million will be funded by Revenue Crown of \$1.853 million and estimated revenue from third parties of \$40.658 million.

The costs of outputs to be supplied within this output class are:

	2000/01 Forecast \$ million	1999/00 Budgeted \$ million
Citizenship	6.859	8.029
Passports	17.463	16.965
Births, Deaths and Marriages Registration	12.115	10.637
Authentication Services	0.109	0.094
Identity Services Policy	0.339	0.388
Total excluding GST	36.885	36.113
GST	5.314	5.398
Total appropriation for the output class	42.199	41.511



Output Class D7 – Ethnic Affairs Policy Advice and Information Services

Description

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

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

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

Advisory and information services to ethnic communities include:

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

Quantity, Quality and Timeliness

Performance targets for *Ethnic Affairs Policy Advice* are:

- the Policy Work Programme completed as agreed between the Minister Responsible for Ethnic Affairs and the Chief Executive, or as amended by agreement during the year, with emphasis on policy advice described above
- policy advice provided in accordance with agreed policy quality criteria as listed on pages 98 to 100
- all policy advice provided in accordance with the quality assurance system for policy advice
- ministerial satisfaction with the coverage and the timeliness of the policy advice rated at eight or greater on a scale of one to nine, where one is “very poor” and nine is “outstanding”, the assessment mechanism being a half-yearly survey.

Performance targets for *Ministerial Correspondence and Questions* are:

- replies as required to all Ministerial correspondence, with an estimated range of 10 to 50
- responses as required to all Official Information Act requests and Ombudsman enquiries, with an estimated range of 0 to 10

- answers as required to all Parliamentary Questions, with an estimated range of 10 to 50
- 95% of draft responses to Ministerial correspondence returned to the Minister's office for signature, within 15 working days of receipt from the Minister's office, or such other deadlines as may be specifically agreed
- 100% of draft responses to Official Information Act requests and Ombudsman enquiries returned to the Minister's office for signature two days prior to the statutory deadline for reply
- all draft replies to Parliamentary Questions completed within the timeframes specified by the Minister
- at least 95% of first versions of replies to Ministerial correspondence, Official Information Act requests, Ombudsman enquiries and Parliamentary Questions accepted by the Minister.

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

- four editions of *Ethnic Link* newsletter published and circulated
- *Ethnic Dates to Celebrate* calendar published and circulated
- an estimated 200 to 300 requests from ethnic communities for information or advice responded to
- 100% of written requests for information responded to within 10 working days of receipt of requests.

Cost

This output class will be provided within the appropriated sum of \$0.450 million including GST. The GST-exclusive amount of \$0.400 million will be funded by Revenue Crown.

The costs of outputs to be supplied within this output class are²⁸:

	2000/01 Forecast \$ million	1999/00 Budgeted \$ million
Ethnic Affairs Policy Advice	0.141	-
Ministerial Correspondence and Questions	0.010	-
Advisory and Information Services to Ethnic Communities	0.249	-
Total excluding GST	0.400	-
GST	0.050	-
Total appropriation for the output class	0.450	-

²⁸ Any demand driven increase in the cost of one output will require adjustment to the cost of other outputs, as amended by agreement with the Minister during the year.

Output Class D8 – Translation Services

(Mode B Net)

Description

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

Quantity, Quality and Timeliness

Performance targets for *Translation Services* are:

- 100% of contracted services provided
- 98% of translations completed to professional standards
- 98% of translations meet timeframes to the satisfaction of customers
- an average client satisfaction rating of 7.5 or greater is achieved through formal client feedback, where on a scale of one to nine, one is “very poor” and nine is “outstanding”.

Cost

Appropriation is for a Mode B Net operation. Expenses will not exceed actual revenue. The estimated revenue from third parties is \$0.500 million (GST-exclusive).

The costs of the output to be supplied within this output class are:

	2000/01 Forecast \$ million	1999/00 Budgeted \$ million
Translation Services	0.500	0.500
Total excluding GST	0.500	0.500
GST	0.063	0.063
Total appropriation for the output class	0.563	0.563



Vote Emergency Management

Output Class D1 – Policy Advice (Emergency Management)

Description

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

Quantity, Quality and Timeliness

Performance targets for *Emergency Management Policy Advice* are:

- completion of the Policy Work Programme as agreed between the Minister of Civil Defence and the Director of Emergency Management, or as subsequently amended by agreement during the year
- policy advice provided within the current resource allocation for each policy output, responded to in a timely manner with relevant briefings on all significant policy issues which arise during the year; briefings, advice, Cabinet papers and speech notes as required; support for the Minister of Civil Defence as required in Cabinet Committees, Select Committees and in the House
- Ministerial satisfaction with the quantity, quality and timeliness of the policy advice rated at seven or greater on a scale of one to nine, where one is “very poor” and nine is “outstanding”, the assessment mechanism being a half yearly survey
- policy advice provided in accordance with agreed policy quality criteria set out in the Ministry for Emergency Management Purchase Agreement for 2000/01
- all policy advice meets agreed timeframes
- all policy advice provided in accordance with the quality assurance system for policy advice.

Performance targets for *Ministerial Correspondence and Questions* are:

- *Ministerial correspondence and questions*
 - an estimated range of 40 to 60 replies to Ministerial correspondence (including Official Information Act requests and Ombudsman enquiries) drafted for all items as required
 - an estimated range of 30 to 50 answers to Parliamentary Questions for all items drafted as required

- 100% of draft responses returned to the Minister's office for signature, within 15 working days of receipt from the Minister's office
- at least 95% of first versions of Ministerial correspondence, Official Information Act requests, Ombudsman requests and Parliamentary Questions accepted by the Minister in terms of content and technical accuracy
- *Official Information and Ombudsman Requests*
 - 100% of draft responses returned to the Minister's office for signature, two days prior to the statutory deadline for reply
- *Parliamentary Questions*
 - all draft replies to Parliamentary Questions completed within the timeframes specified by the Minister.

Cost

This output class will be provided within the appropriated sum of \$1.011 million including GST. The GST-exclusive amount of \$0.898 million will be funded by Revenue Crown of \$0.897 million and estimated revenue from third parties of \$0.001 million.

The costs of outputs to be supplied within this output class are:

	2000/01 Forecast \$ million	1999/00 Budgeted \$ million
Emergency Management Policy Advice	0.798	1.276
Ministerial Correspondence and Questions	0.100	0.040
Total excluding GST	0.898	1.316
GST	0.113	0.165
Total appropriation for the output class	1.011	1.481



Output Class D2 – Support Services, Information and Education

Description

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

Quantity, Quality and Timeliness

Performance targets for *Emergency Sector Support Services* are:

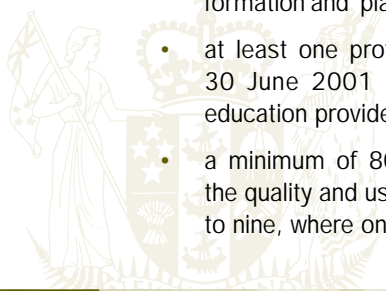
- an estimated 900 visits and meetings to provide advice and assistance on civil defence and emergency management to stakeholders (the range is 800 to 1,000)
- a minimum of 80% of users who respond to a satisfaction survey, rate the quality and timeliness of the civil defence and emergency management advice and assistance services at seven or greater on a scale of one to nine, where one is "very poor" and nine is "outstanding"
- two mutual aid agreements developed by 30 June 2001.

Performance targets for *Community Information* are:

- at least six stakeholder resources researched, produced and distributed by 30 June 2001
- at least 12 updates on the Ministry for Emergency Management Website made
- website updates made at least monthly, and within one day of major events
- a minimum of 80% of users who respond to a satisfaction survey, rate the quality and usefulness of stakeholder resources at seven or greater on a scale of one to nine, where one is "very poor" and nine is "outstanding".

Performance targets for *Professional Development* are:

- two workplace training programmes for operational response developed by 30 June 2001
- at least two seminars on civil defence and emergency management group formation and plan developments, developed and delivered by 30 June 2001
- at least one professional development programme outline developed by 30 June 2001 (in association with emergency services and tertiary education providers)
- a minimum of 80% of users who respond to a satisfaction survey, rate the quality and usefulness of seminars at seven or greater on a scale of one to nine, where one is "very poor" and nine is "outstanding".



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

- three best practice guidelines for civil defence and emergency management groups, developed by 30 June 2001
- agreement obtained from civil defence and emergency management research providers to principles, outcomes and implementation programme for civil defence and emergency management research, by 30 June 2001
- a framework for national monitoring and evaluation of civil defence and emergency management practice, developed by 30 June 2001.

Cost

This output class will be provided within the appropriated sum of \$2.798 million including GST. The GST-exclusive amount of \$2.487 million will be funded by Revenue Crown of \$2.480 million and estimated revenue from third parties of \$0.006 million.

The costs of outputs to be supplied within this output class are:

	2000/01 Forecast \$ million	1999/00 Budgeted \$ million
Emergency Sector Support Services	1.197	1.799
Community Information	0.063	0.541
Professional Development	0.638	0.286
Implementation of Civil Defence and Emergency Management Frameworks	0.589	-
	2.487	2.626
Total excluding GST	0.311	0.328
	2.798	2.954
Total appropriation for the output class		



Output Class D3 – Management of National Emergency Readiness, Response and Recovery

Description

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

Quantity, Quality and Timeliness

Performance targets for *Monitoring of Emergency Events* are:

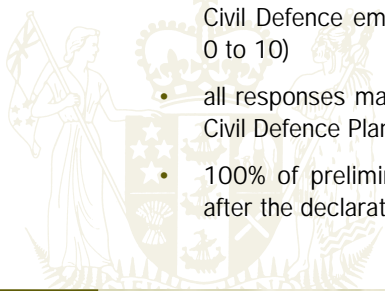
- 250 (the estimated range is 200 to 300) events and incidents monitored
- 100% of alerts and warnings of events likely to lead to an emergency, issued within 60 minutes after identification of the pending event
- a minimum of 80% of local authorities who respond to a satisfaction survey, rate the quality and timing of alerts and warnings at seven or greater on a scale of one to nine, where one is “very poor” and nine is “outstanding”.

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

- Parts eight (Welfare), nine (Logistics) and 11 (Energy) of the National Civil Defence Plan updated by 30 June 2001
- the following systems tests completed:
 - alternate communications system tested weekly
 - call-out procedures tested monthly
 - national warning system tested quarterly
- 100% of deficiencies revealed by the tests of the high-frequency radio nets and communication systems remedied within seven days, and alternative communication methods used if necessary until deficiencies remedied.

Performance targets for *Coordination and Management of Central Government Response* are:

- central government response activities managed as required to declared Civil Defence emergencies (an estimated three emergencies; the range is 0 to 10)
- all responses managed in accordance with criteria outlined in the National Civil Defence Plan
 - 100% of preliminary briefings provided to the Minister within 24 hours after the declaration of a Civil Defence emergency



- timely updates provided to the Minister up to the termination of the emergency
- Ministerial satisfaction with the quality and timeliness of briefings rated at seven or greater on a scale of one to nine, where one is “very poor” and nine is “outstanding”.

Performance targets for *Management of Recovery Support* are:

- central government activity in regard to recovery from emergency events managed as required (an estimated three events; the range is 0 to 10), including:
 - the evaluation of the impacts of emergencies
 - the evaluation of recovery strategies as appropriate on behalf of the Minister
 - coordinating and facilitating the implementation of recovery strategies
 - the appointment of disaster recovery coordinators as required
- 100% of the above activity managed in accordance with criteria outlined in the National Civil Defence Plan
- Ministerial satisfaction with quality and timeliness of recovery management services rated at seven or greater on a scale of one to nine, where one is “very poor” and nine is “outstanding”.

Cost

This output class will be provided within the appropriated sum of \$1.676 million including GST. The GST-exclusive amount of \$1.490 million will be funded by Revenue Crown of \$1.489 million and estimated revenue from third parties of \$0.001 million.

The costs of outputs to be supplied within this output class are:

	2000/01 Forecast \$ million	1999/00 Budgeted \$ million
Monitoring of Emergency Events	0.392	0.373
Management of Readiness for National Emergencies	0.078	0.302
Coordination and Management of Central Government Response	0.718	0.100
Management of Recovery Support	0.302	0.030
Total excluding GST	1.490	0.805
GST	0.186	0.101
Total appropriation for the output class	1.676	0.906

Vote Local Government

Output Class D1 – Policy Advice (Local Government)

Description

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

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

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

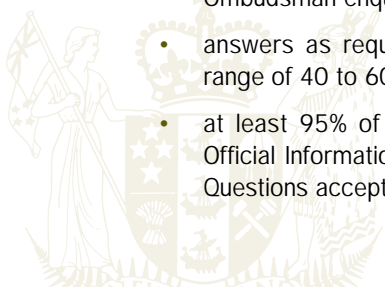
Quantity, Quality, and Timeliness

Performance targets for *Local Government Policy Advice* are:

- Policy Work Programme completed as agreed between the Minister of Local Government and the Chief Executive, or as amended by agreement during the year, with emphasis on the policy areas described above
- policy advice provided in accordance with agreed policy quality criteria as listed on pages 98 to 100
- all policy advice provided in accordance with the quality assurance system for policy advice
- Ministerial satisfaction with the coverage and the timeliness of the policy advice rated at eight or greater on a scale of one to nine, where one is “very poor” and nine is “outstanding”, the assessment mechanism being a half yearly survey.

Performance targets for *Ministerial Correspondence and Questions* are:

- replies as required to all Ministerial correspondence, with an estimated range of 700 to 1,000
- responses as required to all Official Information Act requests and Ombudsman enquiries, with an estimated range of five to 15
- answers as required to all Parliamentary Questions, with an estimated range of 40 to 60
- at least 95% of first versions of replies to Ministerial correspondence, Official Information Act requests, Ombudsman requests and Parliamentary Questions accepted by the Minister



- 95% 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
- 100% of draft responses to Official Information Act requests and Ombudsman enquiries returned to the Minister's office for signature, two days prior to the statutory deadline for reply
- all draft replies to Parliamentary Questions completed within the timeframes specified by the Minister
- at least 95% of first versions of replies to Ministerial correspondence, Official Information Act requests, Ombudsman requests and Parliamentary Questions accepted by the Minister.

Cost

This output class will be provided within the appropriated sum of \$2.803 million including GST. The GST-exclusive amount of \$2.491 million will be funded by Revenue Crown.

The costs of outputs to be supplied within this output class are²⁹:

	2000/01 Forecast \$ million	1999/00 Budgeted \$ million
Local Government Policy Advice	2.199	1.476
Ministerial Correspondence and Questions	0.292	0.156
Total excluding GST	2.491	1.632
GST	0.312	0.204
Total appropriation for the output class	2.803	1.836

²⁹ Any demand driven increase in the cost of one output will require adjustment to the cost of other outputs, as amended by agreement with the Minister during the year.

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

Description

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

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

Quantity, Quality, and Timeliness

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

- 95% of requests for information from the public responded to within 15 working days
- 100% of responses to requests for information provided in accordance with quality criteria contained in the Local Government Services business plan
- at least four publications about local government are produced
- 100% of local government services provided to offshore islands meet statutory requirements
- 98% of rates rebates reimbursed to local authorities within 20 working days
- 100% of disaster recovery grants disbursed in accordance with requirements of Cabinet
- Ministerial approvals processed in accordance with the quality criteria contained in the Local Government Services 2000/01 Business Plan.



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

- 95% of activities provided to standards and deadlines specified in the Local Government Services 2000/01 Business Plan.

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

- maintenance of boat ramps, jetties, moorings, berths, navigational lights and navigational markers carried out in accordance with the maintenance schedule contained in the Local Government Services 2000/01 Business Plan
- 100% of regulatory services (as listed in the Local Government Services 2000/01 Business Plan) provided in accordance with the Local Government Act and the Lake Taupo Regulations.

Cost

This output class will be provided within the appropriated sum of \$1.805 million including GST. The GST-exclusive amount of \$1.604 million will be funded by Revenue Crown of \$1.324 million and estimated revenue from third parties of \$0.280 million.

The costs of outputs to be supplied within this output class are:

	2000/01 Forecast \$ million	1999/00 Budgeted \$ million
Information, Advisory and Regulatory Services	-	0.234
Information, Advisory and Support Services to the Local Government Commission	1.016	0.669
Regulatory and Boating Services for Lake Taupo Operations	0.588	0.661
Total excluding GST	1.604	1.564
GST	0.201	0.196
Total appropriation for the output class	1.805	1.760



Vote Millennium

Output Class D1 – Administrative and Advisory Services

Description

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

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

Quantity, Quality, and Timeliness

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

- the closure of the NZ Millennium Office and transferral of all information to the Department of Internal Affairs for archival purposes by 31 January 2001
- the final report on the Official Millennium Celebrations Programme completed and signed off by the Minister Responsible for the Millennium by 31 January 2001
- 100% monitoring and tracking of the Official Millennium Celebrations Programme completed by 31 January 2000.

Ministerial Correspondence:

- 100% of draft responses submitted to the Minister within specified time frame, and priority replies within timeframe required. (An estimated 50 responses anticipated).



Cost

This output class will be provided within the appropriated sum of \$0.150 million including GST. The GST-exclusive amount of \$0.133 million will be funded by Revenue Crown.

The costs of the output to be supplied within this output class are:

	2000/01 Forecast \$ million	1999/00 Budgeted \$ million
Administrative and Advisory Support Services	0.133	0.609
Total excluding GST	0.133	0.609
GST	0.017	0.076
Total appropriation for the output class	0.150	0.685



Vote Ministerial Services

Output Class D1 – Support Services to Ministers

Description

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

Quantity, Quality and Timeliness

Performance targets for *Ministerial Support Services* are:

- 100% of the Executive provided with administration, accounting, personnel, media, information technology, facilities management and advisory services
- 98% of services provided in accordance with Ministers or government demands and in accordance with correct authorisation
- 98% of requests for specific services actioned within specified timeframe
- the overall average rating in the at least annual satisfaction survey, for services provided, is seven or greater on a scale of one to nine, where one is “very poor” and nine is “outstanding”.

Cost

This output class will be provided within the appropriated sum of \$21.670 million including GST. The GST-exclusive amount of \$19.262 million will be funded by Revenue Crown of \$19.237 million and revenue from third parties of \$0.025 million.

The costs of the output to be supplied within this output class are:

	2000/01 Forecast \$ million	1999/00 Budgeted \$ million
Support Services to Ministers	19.262	21.825
Total excluding GST	19.262	21.825
GST	2.408	2.728
Total appropriation for the output class	21.670	24.553



Output Class D2 – Crown and Ministerial Property Management

Description

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

Quantity, Quality and Timeliness

Performance targets for *Management of Residential Property* are:

- all Ministers of the Crown requiring accommodation are housed
- 100% of requests actioned for specific property management services initiated within eight working hours from receipt of request
- the overall average rating in the at least annual satisfaction survey for services provided, is seven or greater on a scale of one to nine, where one is “very poor” and nine is “outstanding”.

Cost

This output class will be provided within the appropriated sum of \$2.837 million including GST. The GST-exclusive amount of \$2.522 million will be funded by Revenue Crown of \$2.497 million and estimated revenue from third parties of \$0.025 million.

The costs of the output to be supplied within this output class are:

	2000/01 Forecast \$ million	1999/00 Budgeted \$ million
Management of Residential Property	2.522	2.230
Total excluding GST	2.522	2.230
GST	0.315	0.279
Total appropriation for the output class	2.837	2.509



Output Class D3 – Visits and Ceremonial Services

Description

This output class involves the provision of services relating to:

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

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

Quantity, Quality and Timeliness

Performance targets for *VIP Coordination* are:

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

Performance targets for *Commemorative and Official Events Coordination* are:

- Waitangi Day commemorations co-ordinated in accordance with Cabinet requirements
- commemorative and national anniversary events co-ordinated and managed according to specified events protocol.



Cost

This output class will be provided within the appropriated sum of \$2.114 million including GST. The GST-exclusive amount of \$1.880 million will be funded by Revenue Crown of \$1.869 million and estimated revenue from third parties of \$0.005 million.

The costs of outputs to be supplied within this output class are:

	2000/01 Forecast \$ million	1999/00 Budgeted ³⁰ \$ million
VIP Coordination	1.686	2.780
Commemorative and Official Events Coordination	0.194	0.178
Total excluding GST	1.880	2.958
GST	0.234	0.368
Total appropriation for the output class	2.114	3.326

30 In 1999/2000 this output class was provided under Vote Internal Affairs and included Constitutional Services and services to the Office of the Clerk of the Writs. In 2000/01 these services are provided under Vote Internal Affairs output class Administrative and Advisory Services.

Output Class D4 – VIP Transport Services

Description

This class of output involves:

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

Quantity, quality, timeliness and cost

Performance targets for *VIP Transport Services* are:

- 100% of requests for transport services are met
- no more than one complaint is received for every 1,500 vehicle hires
- the overall average rating for in the at least annual satisfaction survey for services provided, is 7.5 or greater on a scale of one to nine, where one is “very poor” and nine is “outstanding”.

Cost

This output class will be provided within the appropriated sum of \$5.913 million including GST. The GST-exclusive amount of \$5.256 million will be funded by estimated revenue from third parties of \$5.256 million.

The costs of the output to be supplied within this output class are:

	2000/01 Forecast \$ million	1999/00 Budgeted \$ million
VIP Transport Services	5.256	5.256
Total excluding GST	5.256	5.256
GST	0.657	0.657
Total appropriation for the output class	5.913	5.913



Vote National Archives

Output Class D1 – National Archival Services

Description

This output class involves:

- the collection, assessment, storage and treatment (remedial and preventative) of official records including written documents, film footage and other items
- description and making available of these items to government departments, other organisations and individuals
- provision of advice on archives, records and information management issues
- development of operational policy and setting of standards.

Quantity, Quality and Timeliness

Performance targets for *Reference and Outreach Services* are:

- capacity to make available an estimated 7,200 hours of Reading Room services to the public across four locations in Auckland, Wellington, Christchurch and Dunedin
- capacity of an estimated 30,000 to 37,000 hours for the delivery of reference services³¹
- 85% of on site reference service items delivered within 30 minutes of published delivery times
- 80% of respondents to a client satisfaction survey rate services at seven or greater on a scale of one to nine, where one is “very poor” and nine is “outstanding”
- 140 to 180 public events completed, including book launches, gallery exhibitions,³² touring exhibitions, public tours and talks.

Performance targets for *Selection and Description* are:

- capacity of an estimated 4,000 to 5,000 hours for delivery of appraisal services delivered to government departments and agencies on request
- capacity of an estimated 10,000 to 12,500 hours for delivery of transfer and documentation services
- 85% of draft appraisal reports delivered within contracted timeframes

³¹ Services include advice on use of the finding aids, retrieval of archives, supervised access to the archives, written enquiries, reprographics, other advice to the public on access to the archives, loans of records to government departments.

³² Gallery exhibitions are defined as exhibitions that open during the reporting period.

- archives transfers processed within 12 months with 100% of linear metres that are transferred processed to standards as set out in the Department's Vote National Archives Agreement for 2000/2001.

Performance targets for *Physical Preservation and Storage* are:

- capacity of an estimated 150 to 200 hours for conducting condition surveys of archives
- 90% of targets in the Preservation Management Plan completed
- storage environments monitored 95% of the time³³ to standards specified in the Preservation Management Plan
- 95% of requests for treatment in accordance with agreed standards based on the *Code of Ethics of the New Zealand Professional Conservators' Group*
- repository location guides updated within agreed timeframe with 100% of transfers entered into the guides within three working days.

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

- six to 10 projects, including policies, standards and substantive advice, completed to agreed standards
- 95% of appraisal reports processed within 10 working days. All projects completed to standards agreed with Chief Archivist.

Cost

This output class will be provided within the appropriated sum of \$12.784 million including GST. The GST-exclusive amount of \$11.364 million will be funded by Revenue Crown of \$10.609 million and estimated revenue from third parties of \$0.753 million.

The costs of outputs to be supplied within this output class are:

	2000/01 Forecast \$ million	1999/00 Budgeted ³⁴ \$ million
Reference and Outreach Services	4.196	4.344
Selection and Description	3.044	2.455
Physical Preservation and Storage	3.500	3.035
Record Keeping Advice, Policies and Standards	0.624	0.314
Total excluding GST	11.364	10.148
GST	1.420	1.270
Total appropriation for the output class	12.784	11.418

³³ This takes into account the possibility for equipment failure rather than allowing for procedural failure.

³⁴ In 1999/2000 outputs were provided for two months under Vote Internal Affairs and ten months under Vote Culture and Heritage (Internal Affairs).

Vote Racing

Output Class D1 – Policy Advice (Racing)

Description

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

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

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

Quantity, Quality and Timeliness

Performance targets for *Racing Policy Advice* are:

- the Policy Work Programme completed as agreed between the Minister for Racing and the Chief Executive, or as amended by agreement during the year, with emphasis on the policy areas described above
- policy advice provided in accordance with agreed policy quality criteria as listed on pages 98 to 100
- all policy advice provided in accordance with the quality assurance system for policy advice
- Ministerial satisfaction with the coverage and the timeliness of the policy advice rated at eight or greater on a scale of one to nine, where one is “very poor” and nine is “outstanding”, the assessment mechanism being a half-yearly survey.

Performance targets for *Ministerial Correspondence and Questions* are:

- replies as required to all Ministerial correspondence, with an estimated range of 90 to 110
- responses as required to all Official Information Act requests and Ombudsman enquiries, with an estimated range of 0 to 10
- answers as required to all Parliamentary Questions, with an estimated range of 25 to 35
- at least 95% of first versions of replies to Ministerial correspondence, Official Information Act requests, Ombudsman enquiries and Parliamentary Questions accepted by the Minister

- 95% 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
- 100% of draft responses to Official Information Act requests and Ombudsman enquiries returned to the Minister's office for signature, two days prior to the statutory deadline for reply
- all draft replies to Parliamentary Questions completed within the timeframes specified by the Minister
- at least 95% of first versions of replies to Ministerial correspondence, Official Information Act requests, Ombudsman requests and Parliamentary Questions accepted by the Minister.

Cost

This output class will be provided within the appropriated sum of \$0.356 million including GST. The GST-exclusive amount of \$0.316 million will be funded by Revenue Crown.

The costs of outputs to be supplied within this output class are³⁵:

	2000/01 Forecast \$ million	1999/00 Budgeted \$ million
Racing Policy Advice	0.285	0.086
Ministerial Correspondence and Questions	0.031	0.037
Total excluding GST	0.316	0.123
GST	0.040	0.015
Total appropriation for the output class	0.356	0.138

³⁵ Any demand driven increase in the cost of one output will require adjustment to the cost of other outputs, as amended by agreement with the Minister during the year.

Vote Sport, Fitness and Leisure

Output Class D1 – Policy Advice (Sport, Fitness and Leisure)

Description

This output class involves the provision of advice on sport, fitness and leisure including:

- the impact of other policies, international sporting events, the purchase of high performance sports and drug testing services
- the government's interests as owner of the Hillary Commission and the Sports Drug Agency
- payments from the Minister's discretionary fund.

Quantity, Quality and Timeliness

Performance targets for *Sport, Fitness and Leisure Policy Advice* are:

- policy projects completed, or reached the agreed milestones, as set out in the 2000/01 Vote Sport, Fitness and Leisure Purchase Agreement, subject to any modifications agreed between the Minister and the Director of the Office of Tourism and Sport in the course of the year addressing the following policy areas in 2000/2001:
 - review of the sports, fitness and leisure sector
 - anti-doping in sport
 - physical activity
 - crown entity monitoring of the Hillary Commission and New Zealand Sports Drug Agency
- a comprehensive policy advice service provided including:
 - reacting promptly to Ministerial requests
 - providing relevant and timely briefings on significant issues
 - evaluating on a regular basis major policies affecting sport, fitness and or leisure
 - providing support for the Minister for Cabinet committees, Select Committees and in the House
- policy papers contained the following quality characteristics:
 - *Purpose*: the aim of the advice or the problem to be solved is clearly stated and answered
 - *Logic*: the assumptions behind the advice are explicit, the argument is logical and supported by the facts

- *Accuracy*: the facts in the paper are accurate and all material facts are included
- *Options*: an adequate range of options are presented and benefits, costs and consequences of each option to the Government and the community, and in particular the sport sector are assessed
- *Consultation*: the Office has consulted with other government agencies, the tourism sector and other affected parties, and possible objections to the proposal have been identified
- *Practicality*: the problems of implementation, technical feasibility, timing and consistency with other policies have been considered
- *Presentation*: the format meets Cabinet Office requirements; the material is effectively concisely and clearly presented; has short sentences in plain English and is free of spelling and grammatical errors.

Performance targets for *Ministerial Correspondence and Questions* are:

- an estimated 170 to 270 replies to Ministerial correspondence and Parliamentary Questions drafted
- 95% of replies to Ministerial correspondence submitted to the Minister within 10 working days.

Cost

This output class will be provided within the appropriated sum of \$0.580 million including GST. The GST-exclusive amount of \$0.515 million will be funded by Revenue Crown.

The costs of outputs to be supplied within this output class are:

	2000/01 Forecast \$ million	1999/00 Budgeted \$ million
Sport, Fitness and Leisure Policy Advice	0.489	0.223
Ministerial Correspondence and Questions	0.026	0.026
Total excluding GST	0.515	0.249
GST	0.065	0.031
Total appropriation for the output class	0.580	0.280



Vote Tourism

Output Class D1 – Policy Advice (Tourism)

Description

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

The provision of advice relates to:

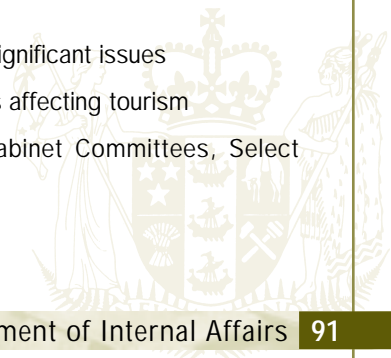
- economic, environmental and social policy affecting tourism
- barriers and opportunities for tourism
- the purchase of promotion services from New Zealand Tourism Board (NZTB)
- the government's interests as owner of the NZTB
- requests for grants for non-commercial tourism facilities.

Ministerial services involves the provision of services in respect of draft replies to correspondence, including Official Information Act requests and Ombudsman's enquiries, and to Parliamentary Questions, addressed to the Minister of Tourism as referred from other Ministers.

Quantity, Quality and Timeliness

Performance targets for *Tourism Policy Advice* are:

- the Minister expects the policy projects to be completed, or reach the agreed milestones, as set out in the Purchase Agreement, subject to any modifications agreed between the Minister and the Director of the OTSP in the course of the year. Key projects in 2000/01 will include:
 - the development of a national tourism strategy and implementation of associated initiatives
 - implementation and administration of national tourism research initiatives including the Research and Forecasting Clearing House
 - performance monitoring of the NZTB
 - policy development and advice on sustainable tourism issues from an economic, social, cultural and environmental perspective
- a comprehensive policy advice service including:
 - reacting promptly to Ministerial requests
 - providing relevant and timely briefings on significant issues
 - evaluating on a regular basis major policies affecting tourism
 - providing support to the Minister for Cabinet Committees, Select Committees and in the House



- policy papers contained the following quality characteristics:
 - *Purpose*: the aim of the advice or the problem to be solved is clearly stated and answered
 - *Logic*: the assumptions behind the advice are explicit, the argument is logical and supported by the facts
 - *Accuracy*: the facts in the paper are accurate and all material facts are included
 - *Options*: an adequate range of options are presented and benefits, costs and consequences of each option to the Government and the community, and in particular the tourism sector are assessed
 - *Consultation*: the Office has consulted with other government agencies, the tourism sector and other affected parties, and possible objections to the proposal have been identified
 - *Practicality*: the problems of implementation, technical feasibility, timing and consistency with other policies have been considered
 - *Presentation*: the format meets Cabinet Office requirements; the material is effectively concisely and clearly presented; has short sentences in plain English and is free of spelling and grammatical errors.

Performance targets for *Ministerial Correspondence and Questions* are:

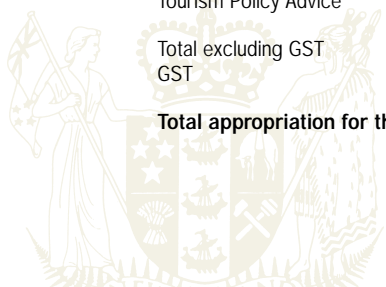
- number of replies to Ministerial correspondence and Parliamentary Questions is estimated at 270 to 370
- 95% of replies to Ministerial correspondence submitted to the Minister within 10 working days.

Cost

This output class will be provided within the appropriated sum of \$2.343 million including GST. The GST-exclusive amount of \$2.083 million will be funded by Revenue Crown.

The costs of the output to be supplied within this output class are:

	2000/01 Forecast \$ million	1999/00 Budgeted \$ million
Tourism Policy Advice	2.083	1.549
Total excluding GST	2.083	1.549
GST	0.260	0.194
Total appropriation for the output class	2.343	1.743



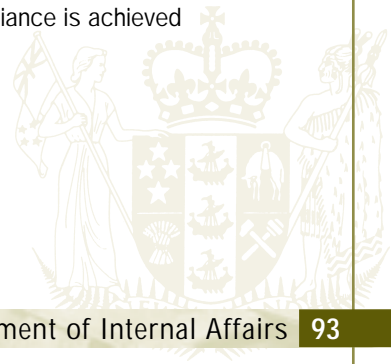
Output Class D2 – Wairākei Tourist Park: Development and Management

Description

This output class involves maintenance of the Wairākei Tourist Park and its facilities, relationship management with concessionaires and stakeholders, including iwi, and the management and harvesting of the Park's forest assets.

Quantity, Quality and Timeliness

Performance Measures	2000/01 Performance Standards
<i>Quantity</i>	
<ul style="list-style-type: none"> forest 	584 hectares pine 92 hectares other species
<ul style="list-style-type: none"> farmland 	92 hectares leased for grazing
<ul style="list-style-type: none"> infrastructure 	one jetty, one viewing platform, one administration building, roads and tracks over 70 hectares of land
<ul style="list-style-type: none"> tourism operator concessions 	10 – 15 existing agreements are managed
<i>Quality</i>	
<ul style="list-style-type: none"> achieve revenue target for forestry sales 	\$1.100m
<ul style="list-style-type: none"> concession agreements are managed and all rentals and concessions collected as specified in the individual agreements 	all rentals and concessions collected as due
<ul style="list-style-type: none"> park infrastructure is maintained in good repair and amenity value of the park enhanced 	maintenance and amenity planting undertaken in accordance with agreed programme and best practice
<ul style="list-style-type: none"> compliance with by-laws, Resource Management Act 1991 and other relevant legislation 	full compliance is achieved



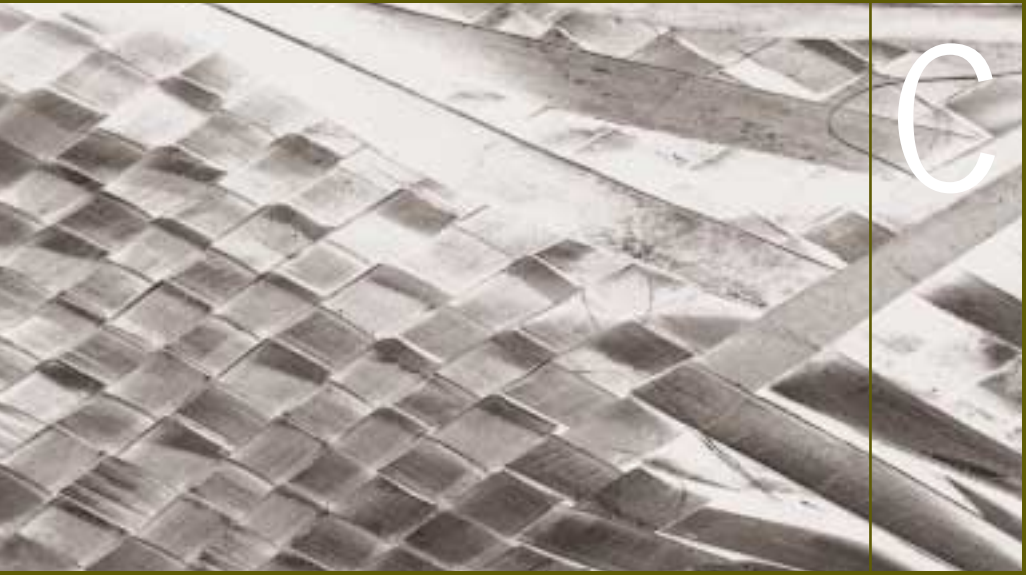
Cost

This output class will be provided within the appropriated sum of \$1.275 million including GST. The GST-exclusive amount of \$1.127 million will be funded by Revenue Crown.

The costs of the output to be supplied within this output class are:

	2000/01 Forecast \$ million	1999/00 Budgeted \$ million
Wairakei Tourist Park: Development and Management	1.127	1.179
Total excluding GST	1.127	1.179
GST	0.148	0.148
Total appropriation for the output class	1.275	1.327





Part C

Additional Information

Departmental Governance and Related Organisations

The Department is responsible to twelve portfolio and associate Ministers for nine Votes. The Responsible Minister for the Department is the Minister of Internal Affairs. Other Ministers with an interest in the Department are the Ministers of Civil Defence, Ethnic Affairs, Local Government, and Tourism; the Ministers for Racing, Community and the Voluntary Sector, and Sport, Fitness and Leisure; the Minister Responsible for Ministerial Services, the Minister Responsible for National Archives, and the Minister in charge of Vote Millennium.

The Department's Chief Executive is, *ex officio*, the Secretary for Internal Affairs, the Secretary for Local Government, the Secretary for Civil Defence, and the Clerk of the Writs.

The Chief Executive, Dr Roger Blakeley, exercises governance of the Department through the Executive Management Team, whose members are:

- Helen Algar – General Manager Policy
- Janice Calvert – General Manager Gaming & Censorship Regulation
- Paul Curry – General Manager Community Development
- Pam Madgwick – General Manager Executive Government Support
- Annette Offenberger – General Manager Identity Services
- appointments pending for Group Managers for Department of Internal Affairs Governance and Business Support.

In addition to these business groups, the Department includes four semi-autonomous bodies: the Ministry for Emergency Management (whose Director is John Norton), the Millennium Office (whose Manager is Sharon van Gulik), the Office of Tourism and Sport (whose Acting Director is Neil Plimmer), and the National Archives, during the transitional period until its establishment as an independent department on 1 October 2000 (whose Director is the acting Chief Archivist, Chris Hurley).

The Department also works with a range of Crown entities and other public organisations in delivering its services, including:

- Building Industry Authority
- Casino Control Authority
- New Zealand Fire Service Commission
- New Zealand Lotteries Commission
- New Zealand Lottery Grants Board



- Office of Film and Literature Classification
- Hillary Commission
- New Zealand Sports Drug Agency
- New Zealand Racing Industry Board
- Totalisator Agency Board
- Local Government Commission
- New Zealand Tourism Board.



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 Local Government 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.

Options

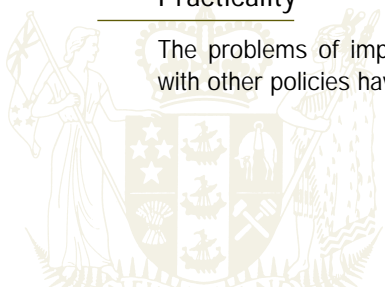
An appropriate range of options is presented; each option is assessed in terms of the benefits and costs for the Government, the economy, the community sector and all other relevant parties.

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.



Presentation

The length and format of Cabinet papers meet Ministerial and Cabinet Office requirements. All papers and briefings are in accordance with Policy Best Practice guidelines promulgated within the Policy Group. All presentations to the Minister 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.



Management of Quality

Product quality of policy advice will be supported by a quality management process including:

- the dissemination of and commitment to the quality characteristics
- formal reviews of scope and methodology for major analytical work
- circulation of drafts for critique by other government agencies and other parties as appropriate
- internal peer review and quality assurance, including a critical path for checking and approval
- regular formal and informal client review.



Definitions

Please note that the definitions given below are related to the performance of Output Class D4 – Community Advisory and Information Services to the Public only. They do not apply in any way to any other Output Classes described in this Departmental Forecast Report.

Advisory Services to Community Groups in this context are delivered through a community development approach. They are a discrete cluster of closely interrelated services and activities undertaken with community organisations and networks, and local government. The range of services provided to community groups includes: provision of advice, support, mentoring and supervision to community agencies and their workers; completing community needs research and analysis and planning in conjunction with local communities and communities of interest; provision of community based facilitation, training, evaluation, conflict resolution, negotiation and mediation; undertaking and developing liaison and network building and cooperation between community agencies, local government and central government; community project management and support.

Information Services to the Community Sector in this context are provided in close conjunction with community development advisory services offered by the Department. The range of services provided to the community sector includes: distribution of published information items; development and publication of information resources and newsletters; provision of information seminars and displays; provision of Internet based services; researching and locating information requested by community sector clients; identifying and improving access to community information for clients with a demonstrated need e.g. rural communities.



Financial Information for Output Classes

The financial information shown for each output class on the Statement of Service Performance includes revenue earned from other business units within the Department. The *intra* entity charging reported at output class level has been eliminated from the Departmental financial statements.



Discontinued Activities

The following activities have been discontinued in the year 2000/01:

Vote Culture and Heritage (Internal Affairs)

Histories and Heritage Outputs transferred to Ministry for Arts, Culture and Heritage effective from 1 July 2000.

GST Exclusive	1999/2000 Budget \$ million
Vote Culture and Heritage (Internal Affairs)	
<i>Historical Publications and Administrative Services³⁶</i>	
Revenue Crown	1.506
Revenue Other	0.413
Total Revenue	1.919
Total Expenses	1.918
Net Surplus	0.001
<i>Heritage Property Management*</i>	
Revenue Crown	0.681
Revenue Other	-
Total Revenue	0.681
Total Expenses	0.681
Net Surplus	-
Summary Vote Culture and Heritage (Internal Affairs)	
Revenue Crown	2.187
Revenue Other	0.413
Total Revenue	2.600
Total Expenses	2.599
Net Surplus	0.001

Vote National Archives : Output Class National Archival Services

National Archives is to be established as a separate department on 1 October 2000. In 2000/01 Vote National Archives will be administered by the Department of Internal Affairs for 3 months and the new department for nine months.

³⁶ In 1999/2000 outputs were produced for two months under Vote Internal Affairs and 10 months under Vote Cultural and Heritage (Internal Affairs).



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