

# Chief Executive's Report

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

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

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

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

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

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

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

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

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

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

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

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



Peter Hughes  
Chief Executive

# Highlights

## LOCAL GOVERNMENT REFORM

### Electoral Reform

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

### Funding Powers Reform

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

### Review of Local Government Act

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

## GAMING REFORM

### Gaming Review

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

### New Zealand Gaming Survey

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

## ETHNIC AFFAIRS

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

## CIVIL DEFENCE EMERGENCY MANAGEMENT REFORM

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

## RACING BILL

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

## E-GOVERNMENT

### Authentication Project

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

### Digital Divide Strategy

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

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

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

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

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

## LIFE EVENTS RECORDS CONVERSION

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

## COMMUNITY AND VOLUNTARY SECTOR

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

### International Year of Volunteers

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

### IACD Conference

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

### COGS Online

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

## ROYAL COMMISSION ON GENETIC MODIFICATION

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

## EXECUTIVE GOVERNMENT SUPPORT

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

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

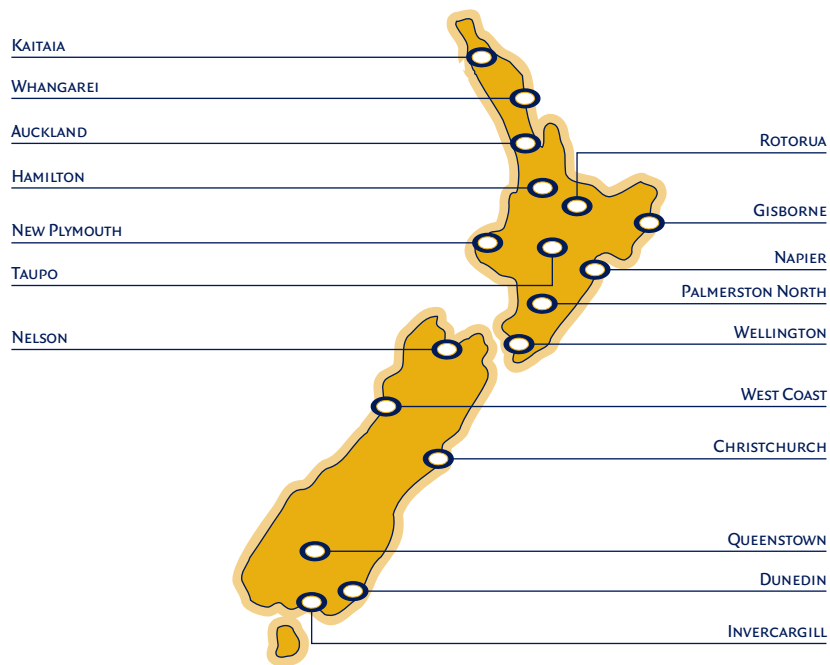
# Structure

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

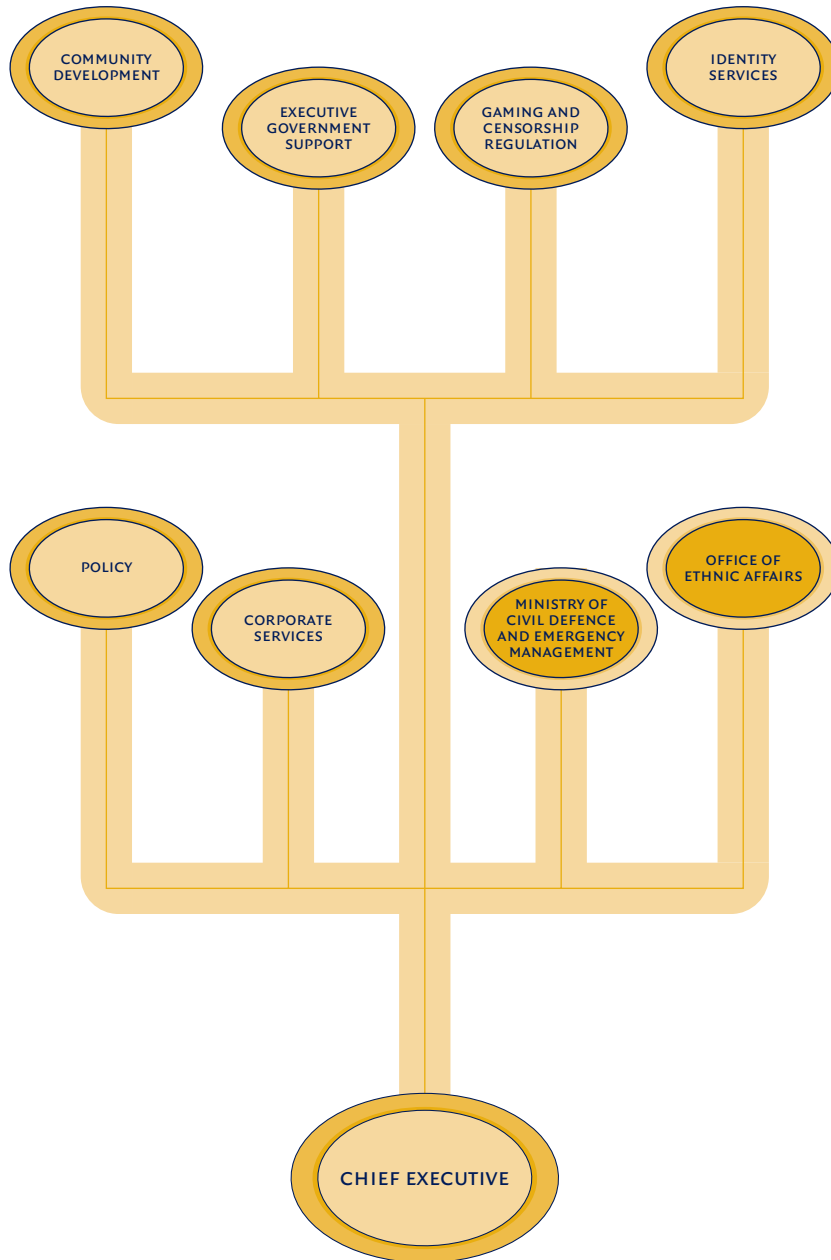
## As at 30 June 2001, the Department....

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

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



The Department is arranged into eight business groups as follows:



### Changes to Structure

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

# Business Groups

## COMMUNITY DEVELOPMENT

TE RŌPŪ WHAKATINANA PAPA KĀINGA

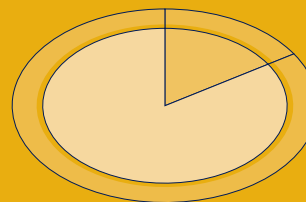
Paul Curry – General Manager



### Services include:

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

STAFF AT 30 JUNE 2001 (FTE) = 141



CDG 16%

DEPARTMENT OF  
INTERNAL AFFAIRS 84%

ACTUAL EXPENDITURE = \$16.1 MILLION

## EXECUTIVE GOVERNMENT SUPPORT

TE POUROTO KAWANATANGA

Pam Madgwick – General Manager

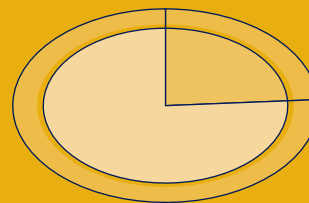


Executive Government Support provides a range of services to Ministers of the Crown to assist in the smooth operation of New Zealand's executive government. The group aims to provide responsive, timely and effective customer service, meeting the requirements of Executive Government.

### Services include:

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

STAFF AT 30 JUNE 2001 (FTE) = 218



EGS 24%

DEPARTMENT OF INTERNAL AFFAIRS 76%

ACTUAL EXPENDITURE = \$30.4 MILLION

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

## GAMING & CENSORSHIP REGULATION

TE ROOPU TAKIARI WHAKAMĀTAU

Gerald Scanlan – Acting General Manager

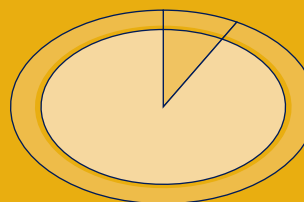


The Gaming and Censorship Regulation Group exists to ensure that gaming is fair, honest and lawful, and to uphold community standards of censorship. Its key operating concept is risk-based intervention, so resources are focused on issues of highest priority. The group encourages the maximum possible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

### Services include:

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

STAFF AT 30 JUNE 2001 (FTE) = 70



GCR 8%  
 DEPARTMENT OF INTERNAL AFFAIRS 92%

ACTUAL EXPENDITURE = \$7.3 MILLION

## IDENTITY SERVICES

TE RATONGA TUAKIRI

Annette Offenberger – General Manager



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

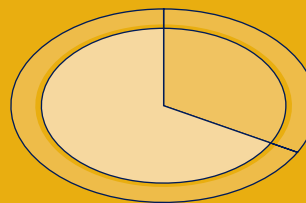
### Services include:

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

19

Part One: Overview  
Business Groups

STAFF AT 30 JUNE 2001 (FTE) = 317



IS 35%

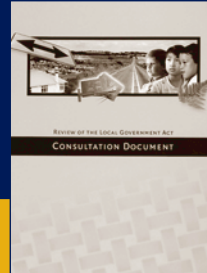
DEPARTMENT OF  
INTERNAL AFFAIRS 65%

ACTUAL EXPENDITURE = \$37.2 MILLION

## POLICY

NGĀ KAIWHIRI KAUPAPA HERE

Helen Algar – General Manager

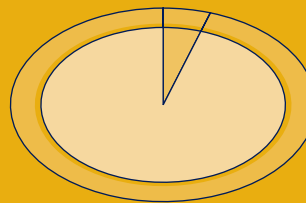


The Policy Group provides advice to three Ministers across a number of policy areas which affect the lives of New Zealanders. Policy advice involves a variety of functions which in combination enable our Ministers to meet their responsibilities for a range of policy portfolio areas, and to achieve their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

### Provided advice on:

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

STAFF AT 30 JUNE 2001 (FTE) = 41



○ POL 5%

○ DEPARTMENT OF  
INTERNAL AFFAIRS 95%

ACTUAL EXPENDITURE = \$6.3 MILLION

## MINISTRY OF CIVIL DEFENCE & EMERGENCY MANAGEMENT

TE RĀKAU WHAKAMARUMARU



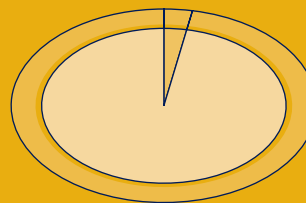
John Norton – Director

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

### Services include:

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

STAFF AT 30 JUNE 2001 (FTE) = 24



MCDEM 3%

DEPARTMENT OF  
INTERNAL AFFAIRS 97%

ACTUAL EXPENDITURE = \$4.8 MILLION

## OFFICE OF ETHNIC AFFAIRS

TE TARI MATAWAKA

Sonja Rathgen – Acting Director

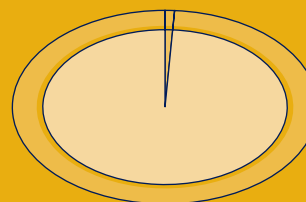


The purpose of the Office of Ethnic Affairs<sup>2</sup> is to enable ethnic people to fully participate in and contribute to New Zealand's social, cultural and economic life.

### Services include:

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

STAFF AT 30 JUNE 2001 (FTE) = 5



ETHNIC AFFAIRS 1%

DEPARTMENT OF  
INTERNAL AFFAIRS 99%

ACTUAL EXPENDITURE = \$0.5 MILLION

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

## CORPORATE SERVICES



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

### This includes:

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

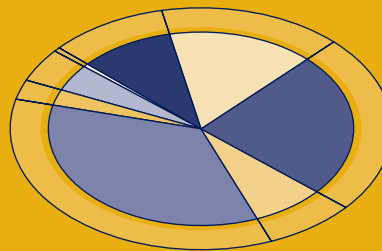
# Staff

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

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

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

NUMBER OF FULL TIME EQUIVALENTS

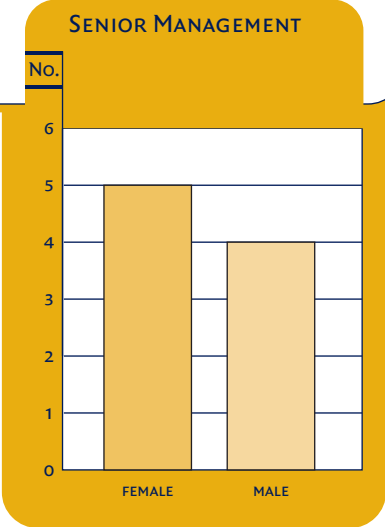
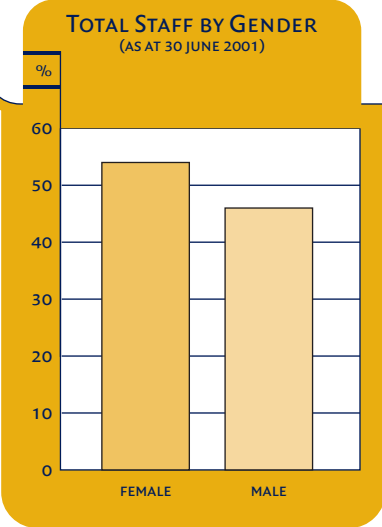


- ETHNIC AFFAIRS 5
- CORPORATE 91
- COMMUNITY DEVELOPMENT GROUP 141
- EXECUTIVE GOVERNMENT SUPPORT 218
- GAMING AND CENSORSHIP REGULATION 70
- IDENTITY SERVICES 317
- MCDem 24
- POLICY 41

## STAFF BY GENDER

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

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



## EQUAL EMPLOYMENT OPPORTUNITIES

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

### Specific initiatives undertaken this year have included:

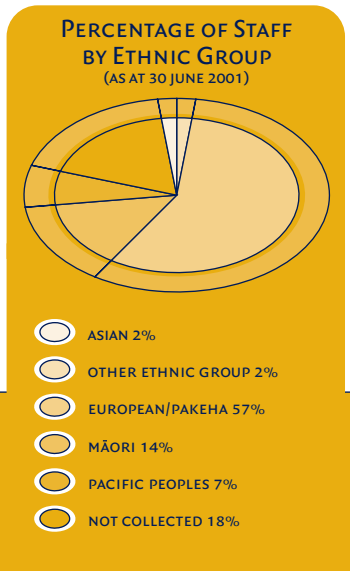
- Being recognised by the EEO Trust that the Department is an employer of choice for EEO target groups
- Establishing a caucus for all Pacific staff working within the Community Development Group
- Training for Identity Service managers and team leaders in the Human Rights Act to raise awareness and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

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

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

### Ethnicity

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



## EFFECTIVENESS FOR MĀORI

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

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

## SALARY RANGES

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

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

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

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

# Ministers

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

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

# Crown Entities

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

## VOTE INTERNAL AFFAIRS

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

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

# Statutory Bodies and Trusts

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

## MINISTER OF INTERNAL AFFAIRS

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

## MINISTER RESPONSIBLE FOR COMMUNITY & VOLUNTARY SECTOR

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

## MINISTER OF LOCAL GOVERNMENT

STATUTORY BODY	LOCAL GOVERNMENT COMMISSION
----------------	-----------------------------

## MINISTER FOR RACING

STATUTORY BODIES	RACING INDUSTRY BOARD
	TOTALISATOR AGENCY BOARD

## MINISTER OF FINANCE

TRUSTS	COMMUNITY TRUSTS
--------	------------------

## MINISTER FOR DISARMAMENT & ARMS CONTROL

TRUSTS	PEACE AND DISARMAMENT EDUCATION TRUST
	PACIFIC DEVELOPMENT AND CONSERVATION TRUST