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Welcome

1. Introduction

This briefing provides essential background information about the Department's responsibilities, strategy, structure, activities and governance arrangements.

Separate, more detailed briefing papers have been prepared for each of the votes administered by the Department.

The Department traces its history back to the structures put in place immediately after the signing of the Treaty of Waitangi. It is the oldest government department and has a broader range of functions than other, more recent departments and ministries. The Department administers 89 pieces of legislation.

A detailed list of the legislation is provided in Appendix 1.

The Department of Internal Affairs administers six votes (these votes were assigned by the last Government administration to five separate Ministers):

- Vote Community and Voluntary Sector
- Vote Emergency Management
- Vote Internal Affairs
- Vote Local Government
- Vote Ministerial Services
- Vote Racing.

The Minister of Internal Affairs is usually also the Responsible Minister for the Department of Internal Affairs. The list of Ministers to whom the Department has responsibility are:

- Minister responsible for Community and Voluntary Sector
- Minister of Civil Defence
- Minister for Ethnic Affairs
- Minister of Internal Affairs
- Minister of Local Government

- Minister responsible for Ministerial Services
- Minister for Racing.

Responsibilities Of The Department Of Internal Affairs

The Department of Internal Affairs has responsibility for government policy support and action in gaming, censorship, local government, racing, ethnic affairs, identity services, civil defence and emergency management, fire, building regulation, executive government support, constitutional functions, and community development.

The Department also administers board appointments and monitors the performance of the following Crown entities:

Minister and Entity Type	Entity
Internal Affairs	
<i>Crown Entities</i>	Building Industry Authority Casino Control Authority New Zealand Fire Service Commission Office of Film and Literature Classification
<i>Statutory Bodies and Trusts</i>	Architects Education and Registration Board Architects Investigation Committee Chatham Islands Enterprise Trust Film and Literature Board of Review Film and Video Labelling Body
Community and Voluntary	
<i>Crown Entities</i>	New Zealand Lottery Grants Board
<i>Statutory Bodies and Trusts</i>	New Zealand Lottery Grants Board Distribution Committees (9) Winston Churchill Memorial Trust Norman Kirk Memorial Trust
Local Government	
<i>Statutory Bodies and Trusts</i>	Local Government Commission
Racing	
<i>Statutory Bodies and Trusts</i>	New Zealand Racing Industry Board Totalisator Agency Board
Finance	
<i>Statutory Bodies and Trusts</i>	Community Trusts (12)
Disarmament	
<i>Statutory Bodies and Trusts</i>	Pacific Development and Conservation Trusts Peace and Disarmament Education Trust

2. Strategic Overview

The Department is a constructive and affirming link between communities, local government and central government. Forward planning, as encapsulated in our Statement of Intent, produced a clear definition of the Department's purpose: *'serving and connecting citizens, communities and government to build a strong, safe nation.'* This comprehensive view allows government, citizens and staff to place the Department in a wider scheme of government activity.

The Department has identified strategic links to key government goals in consultation with Ministers, central agencies and government departments. These links are made clear in the major outcome of success in the Department's purpose and three intermediate outcomes identified by the Department as the springboard for future development:

- active citizenship and **participation** in democracy and community life is supported by **access** to information, funding and services – Local Government, Identity Services, Community Development, Ministerial Services and Ethnic Affairs
- **stewardship** and **integrity** of New Zealanders' personal identity and official information is assured – Identity Services - passports, citizenship and births, deaths and marriages records
- New Zealanders' **safety** is enhanced and there is **confidence** that their values and laws are upheld – censorship, civil defence, fire and building, gambling and racing.

The Department is responding to the Government's vision and to the renewed emphasis on the achievement of results and outcomes. The focus on delivery remains a strong driver.

The key to the Department's effectiveness in working with the community will be its ability to enable, make and sustain connections between people, their communities and their government. The Department is uniquely placed to make these connections because of its range of responsibilities, regional spread and network of relationships. To succeed we need to combine the new with the familiar: acting with integrity, keeping commitments and listening to customers and clients on the one hand; using new technology effectively, developing new approaches to our work and forging new alliances on the other.

We are using our new Statement of Intent as a performance tool. It links directly to the business plans of the business groups within the Department. Improvements in approach, analysis and language are being identified for the 2003/2004 Statement of Intent, leading to improvements in future performance of the Department.

A key objective is building the capability of the Department and investing in our people, so they have the skills to do their jobs well. We are assessing future capability requirements as we work towards the key deliverables and initiatives identified in the Statement of Intent. The result of this assessment will be an overall capability strategy. This is a key future development.

The Department seeks to be a leader in public service, valuing and developing people, using an e-government approach to improve service provision and modern tools of analysis to deliver essential services. We promote public access to information and have a strong focus on improving that access. While building a new role as part of e-government initiatives, the Department retains a proud and strong tradition with values of loyalty, service, efficiency and commitment to the Treaty of Waitangi.

Capability

To deliver effective support to Government, and services to the people of New Zealand, the Department relies on the dedication of our staff, our track record of integrity, our outstanding service to clients, and good systems of effective communication with the communities in which we work.

Key initiatives are planned or under way to enhance our performance and the position of Internal Affairs as a leader in public service. The common elements that support these initiatives are:

- integrity
- wise use of resources
- investment in our people
- connectedness: the maintenance of good relationships and networks with government agencies, Māori, communities, Pacific peoples and other ethnic groups, and the sectors in which we work
- effective monitoring and performance evaluation systems to provide information for future planning and reporting
- effective management of development and implementation of legislation
- competence in new technology: acquiring and developing innovative technical and business solutions as part of e-government initiatives
- clear and simple communications.

The Department identifies risks to achieving its stated outcomes; and has devised a risk framework, which allows assessment and prioritisation of the actions required to meet its capability objectives. This is being further developed to ensure risk awareness and risk management become part of the Department's culture.

The Department has also initiated long term projects aimed at building our capability and managing the risks associated with the varied sectors and social environments in which we work. Together, these projects meet five capability objectives.

- full and consistent reflection of the Government's desired outcomes
- a consistently high standard of public service
- the Department's people can deliver on current and expected future requirements
- our systems and facilities support the delivery of our current and expected future functions
- production of required outputs is cost effective.

Each capability objective contributes to the achievement of each of the intermediate outcomes. The capability projects span the next three to five years and will be supported by detailed work programmes and timeframes accommodating the priority of work required.

Service Sites and Locations

The Department works from 36 different New Zealand locations. The majority of the Department's staff work from Wellington. There are also offices in Sydney and London.

Sites outside Wellington are used primarily for the delivery of services to the community, and range in size from substantial facilities in Auckland and Christchurch to two and three-person offices in places such as Kaitia and Invercargill.

The Department uses Crown owned buildings in Taupo and leases other sites from third parties.

Finance

The Department's operations are funded by Third Party and Crown Revenue.

Votes and appropriations administered by the Department of Internal Affairs 2002-2003						
Vote	Vote Minister	DIA Business Group or Body Funded	Crown Revenue \$000 (ex GST)	Third Party Revenue \$000 (ex GST)	Total Revenue \$000 (ex GST)	Expenses \$000 (ex GST)
Community & Voluntary Sector	Community & Voluntary	Community Development Policy Group	7,147	7,400	14,547	14,547
Emergency Management	Civil Defence	Ministry of Civil Defence and Emergency Management	4,665	16	4,681	4,681
Internal Affairs	Internal Affairs	Policy Group Identity Services Gaming and Censorship Regulation and Racing Office of Ethnic Affairs	6,607	52,601	59,208	58,203
Local Government	Local Government	Policy Group	3,928	282	4,210	4,210
Ministerial Services	Ministerial Services	Executive Government Support	23,580	5,311	28,891	28,891
Racing	Racing	Policy Group	190	0	190	190
TOTAL			46,117	65,610	111,727	110,722

3. Governance And Structure

Management Structure and staff

In June 2002, Christopher Blake, previously Chief Executive of the National Library, joined the Department as Chief Executive. He replaced Peter Hughes, who left the Department in September 2001 to become the Chief Executive of the Ministry of Social Development. Katrina Bach from the Ministry of Economic Development was Acting Chief Executive prior to Christopher Blake taking up his appointment.

The Department has six operational business groups, and one Ministry group:

Gaming & Censorship Regulation	General Manager: Keith Manch
Community Development	General Manager: Paul Curry
Identity Services	General Manager: Annette Offenberger
Office of Ethnic Affairs	Establishment Director: Sonja Rathgen
Executive Government Support	General Manager: Pam Madgwick
Policy Group	General Manager: Helen Algar
Ministry of Civil Defence and Emergency Management	Director: John Norton

Four corporate groups support the Department's operational business groups:

Capability and Communications	General Manager: Janice Calvert
Finance and Performance	General Manager: Ben Bush
Information and Facilities	General Manager: Alison Fleming
Strategic Support	Director: Gerald Scanlan

- The Department of Internal Affairs employs 972 full-time equivalent staff. (30 June 2002)
- 80.5% of permanent Department staff are full-time and 19.5% are part-timers.

A list of staff who have significant contact with the Minister's office is provided in Appendix 2.

An organisational chart is provided in Appendix 3.

4. Summary Of Business Groups

Gaming & Censorship Regulation (GCR)

GCR's role is to ensure that the gaming sector operates with integrity and that gaming activities are fair and lawful; to keep New Zealanders safe from objectionable publications and to uphold community values on censorship. This business group:

- inspects, audits and licenses gambling activities ranging from raffles to casinos, and undertakes information, education, investigation and enforcement activities to achieve compliance with gambling legislation
- inspects videos, films, publications, and internet sites under the Films, Videos, and Publications Classification Act 1993* and enforces censorship legislation.

*Although the Department carries out most of the functions under the Films, Videos, and Publications Classification Act 1993, the Act is technically administered by the Ministry of Justice.

Operating Budget is \$7.544 million.

Community Development Group (CDG)

CDG operates a substantial programme of community development advice and activities built on effective relationships with community organisations and close co-operation with other government organisations at both national and local levels. CDG's 147 staff are located in 18 offices from Kaitia to Invercargill.

CDG staff provide services direct to local organisations and help broker relationships and services between other government agencies, local authorities and the local organisations. Nearly half of the regional staff are Māori or Pacific people, enabling the Department to work credibly and effectively with many disadvantaged communities.

The regional network ensures that the Department's community advice is informed and tested by community views and that grant funding is applied to areas of greatest need in partnership with reliable, well-run community organisations.

Operating Budget is \$11.606 million.

Identity Services

Identity Services is the largest operational business unit of the Department of Internal Affairs and is responsible for:

- the grant, registration and confirmation of citizenship (under the Citizenship Act 1977)
- issuing passports and other travel documents (under the Passports Act 1992)
- registration of births, deaths and marriages and the access to this information (under the Births, Deaths and Marriages Registration Act 1995)

- the day-to-day administration of the Marriage Act 1955, including the appointment of marriage celebrants
- the provision of information to the public about their entitlements under these statutes.

In the 2000/2001 financial year, Identity Services issued more than 341,000 passports, received 24,747 citizenship applications, and issued more than 244,000 certificates relating to births, deaths and marriages.

Operating Budget is \$39.860 million.

Office of Ethnic Affairs

The role of the Office of Ethnic Affairs touches on the broad range of government interactions affecting ethnic people and:

- provides public advisory and information services
- offers ethnic people a point of contact with the New Zealand government
- provides ethnic people with advice and information on matters affecting them
- aims to educate all New Zealanders about ethnic communities and their contribution to our society
- provides policy advice and information on issues relating to ethnic groups, and identifies implications of government policy for ethnic communities.

Operating Budget is \$1.062 million.

Executive Government Support (EGS)

EGS provides services to Ministers to assist in the smooth operation of the Executive. These include administrative, accounting, personnel, information technology, facilities management, residential property and advisory services, employing staff in ministerial offices, media services, VIP Transport Service and the Visits and Ceremonial Office. EGS also provides a range of services to the public.

Services funded from Vote: Internal Affairs include:

- The New Zealand Gazette
- The Translation Service
- Blue Pages
- issuing Authentication and Apostille certificates for official documents
- support for Commissions of Inquiry.

Blue Pages, The Translation Service, the New Zealand Gazette and the Authentication Unit are funded solely by third party revenue.

Services funded from Vote: Ministerial Services include:

- guest of Government visits, state and ministerial functions, commemorative events and national anniversaries
- support services for Ministers
- VIP Transport Service
- information technology and media monitoring services for Executive Government.

Operating Budget is \$29.468 million.

Policy

Policy Group delivers policy advice to the Ministers of Internal Affairs, Local Government and Racing. The portfolios of these three Ministers cover local government, gaming, racing, censorship, fire, building, and identity, including citizenship.

Policy advice involves the provision of information, the development of policy advice and legislation; preparing briefings and speech notes; providing support for Ministers in Cabinet committees, select committees and the House; compliance with statutory delegations relating to Ministers' portfolio responsibilities; and drafting replies to ministerial correspondence, Official Information Act requests, inquiries from the Ombudsman, and parliamentary questions. Policy Group's work also includes advising the Ministers about the performance and governance of Crown Entities and Statutory Bodies, and appointments to governing bodies; and servicing the Film and Literature Board of Review.

The Policy Group also provides local government regulatory services, services the Local Government Commission and provides the Harbourmaster of Lake Taupo and administers a number of offshore islands.

Operating Budget is \$6.026 million.

Ministry Of Civil Defence And Emergency Management (MCDEM)

MCDEM is a Ministry operating within the Department funded by Vote Emergency Management. The Director is responsible to the Minister of Civil Defence for the operation of Vote Emergency Management under a separate Purchase Agreement.

The Director is also responsible to the Chief Executive of the Department, who is the Secretary of Civil Defence. The Secretary's statutory responsibilities will be repealed by the government's CDEM Bill, which is currently awaiting its 2nd reading.

The Ministry has a complement of 26 staff – 22 based in Wellington, two in Auckland and two in Christchurch.

The Ministry is a semi-autonomous body responsible to the Minister of Civil Defence. A separate, more detailed briefing has been prepared for this Minister.

Operating Budget is \$4.122 million.

Capability & Communications

The Capability and Communications Group's functions include corporate strategy, policy, systems and services in:

- Human Resources
- Effectiveness for Māori
- Internal and External Communications

Operating Budget is \$1.838 million.

Finance & Performance

The Finance and Performance Group has responsibility for the following:

- Finance: The "traditional" accounting services (accounts payable, financial systems, budgeting, financial reporting, analysis and advice)
- Strategic Finance: Strategic financial planning, analysis and advice (management of baselines, budget bids, funding transfers, assessment of business proposals)
- Planning and Reporting: Corporate planning, departmental performance monitoring and production of accountability documents (e.g. Statement of Intent, Annual Report, Purchase Agreements and Estimates).

Operating Budget is \$2.604 million.

Information & Facilities

The Information & Facilities business group:

- supports the Department's use of technology to fulfil its business objectives
- manages relevant corporate projects, contracts and resources
- promotes a healthy workplace that supports the Department's desired workstyle
- supports a pragmatic use of knowledge management.

Operating Budget is \$4.522 million.

Strategic Support

Strategic Support provides the Department with:

- legal services
- research capacity
- risk management services
- advisory and project support to the Chief Executive.

Operating Budget is \$2.070 million.

5. Clients And Stakeholders

The Department's work affects all New Zealanders. The people in the community with whom we have most direct contact (and who may therefore raise issues with the Responsible or Vote Ministers include):

Gaming & Censorship Regulation

- people who gamble
- operators of gaming machines and casinos
- community fund-raisers (housie, raffles)
- societies which distribute gambling proceeds
- groups in the community which seek to access gaming proceeds
- members of the public seeking controls on gambling
- people concerned about objectionable material
- parents and other advocates of children's rights
- distributors of material which may be objectionable
- people involved in the censorship process.

Community Development

- community organisations seeking grants (including Lottery grants) or other support.

Identity Services

- people needing passports and information about Births, Deaths and Marriages
- people seeking citizenship
- people and organisations involved in registering birth, death and marriage information
- people wishing to marry and marriage celebrants
- genealogists and those concerned about the care of whakapapa information
- members of other agencies working with the Department to enhance New Zealand's security.

Office of Ethnic Affairs

- people who identify with ethnic groups
- ethnic organisations
- people with an interest in language and community relationships.

Executive Government Support

- ministers and the Governor-General
- clients of the New Zealand Gazette and Blue Pages
- participants in Commissions of Inquiry
- people seeking translations and authentication services
- people involved in Royal and other visits
- people involved in state ceremonies
- other users of VIP Transport (especially the Judiciary).

Policy Group

- stakeholders in all legislation and statutory bodies administered by the Department. People and organisations in all the sectors above, and the fire, building and racing sectors. Members of and stakeholders in the Crown entities and statutory bodies listed at the front of this briefing
- members and staff of local authorities and local government organisations.

Ministry of Civil Defence and Emergency Management

- local civil defence and emergency management personnel
- communities facing or experiencing disaster
- business and government agencies involved in preparation for disaster
- refer to the separate briefing to the Minister of Civil Defence for further details.

Appendix 1

Legislation administered by the Department of Internal Affairs by Vote (Portfolio).

Internal Affairs

Architects Act 1963

Architects Regulations 1964

Births, Deaths and Marriages Registration Act 1995

Births, Deaths and Marriages Registration (Fees) Regulations 1995

Births, Deaths and Marriages Registration (Prescribed Information and Forms) Regulations 1995

Boxing and Wrestling Act 1981

Building Act 1991

Building Industry Order 1995

Building Regulations 1992

Casino Control Act 1990

Casino Control (Applications and Hours) Regulations 1991

Casino Control (Certificates of Approval and Warrants) Regulations 1994

Citizenship Act 1977

Citizenship Regulations 1978

Citizenship (Western Samoa) Act 1982

Commercial Use of Royal Photographs Rules 1955

Commercial Use of Royal Photographs Rules 1959

Commercial Use of Royal Photographs Rules 1962

Commissions of Inquiry Act 1908

Commonwealth Games Symbol Protection Act 1974

Fire Engineers' Qualification Notice 1983

Fire Safety and Evacuation of Buildings Regulations 1992

Fire Service Act 1975

Fire Service Levy Order 1993

Flags, Emblems, and Names Protection Act 1981

Forest and Rural Fires Act 1977

Forest and Rural Fires Regulations 1979

Gaming and Lotteries Act 1977
Gaming and Lotteries (Licensed Promoters) Regulations 1978
Gaming and Lotteries (Licence Fees) Regulations 1992
Gaming and Lotteries Prizes Notice 1993
Gaming and Lotteries (Problem Gambling Levy) Regulations 1998
Housie Regulations 1989
New Zealand Fire Brigades Long Service and Good Conduct Medal (1976) (Royal Warrant)
New Zealand Flag Notice 1986
Official Appointments and Documents Act 1919
Passports Act 1992
Passport (Fees) Regulations 1996
Queen's Fire Service Medal Regulations 1955
Royal Titles Act 1974
Royal Warrant (1955) (Queen's Fire Service Medal)
Rural Fire Districts Regulations 1980
Rural Fire Fighting Fund Regulations 1992
Seal of New Zealand Act 1977
Seal of New Zealand Proclamation 1977
Time Act 1974

Emergency Management

Civil Defence Act 1983

Community and Voluntary Sector

Winston Churchill Memorial Trust Act 1965

Finance

Community Trusts Act 1999
Trustee Banks Restructuring Act Repeal Act 1999

Local Government

Bylaws Act 1910
Bylaws Regulations 1968

Chatham Islands Council Act 1995

Counties Insurance Empowering Act 1941

Counties Insurance Empowering Order 1973

Dog Control Act 1996

Dog Control (Prescribed Forms) Regulations 1996

Fencing of Swimming Pools Act 1987

Impounding Act 1955

Impounding Regulations 1981

Land Drainage Act 1908

Lake Taupo Regulations 1976

Libraries and Mechanics Institutes Act 1908

Litter Act 1979

Local Authorities (Employment Protection) Order 1971

Local Authorities Empowering Act 1915

Local Authorities (Members' Interests) Act 1968

Local Authorities (Members' Interests) Order 1971

Local Authorities (Members' Interests) Order 1997

Local Authority Reorganisation (Property Transfers) Act 1990

Local Electoral Act 2001

Local Electoral Act Commencement Order 2001

Local Electoral Regulations 2001

Local Government Act 1974

Local Government (Early Application of Local Government Amendment Act No. 3 to Certain Local Authorities) Order 1996

Local Government (Electoral) Regulations 1992

Local Government (Electoral) Amendment Regulations 2001

Local Government (Local Authorities Salaries and Allowances) Determination 2000

Local Government Official Information and Meetings Act 1987

Local Government (Petroleum Tax Exemption) Order 1980

Local Government (Rating) Act 2002

Local Government Reform (Transitional Provisions) Act 1990

Local Government (Watercare Services Limited) Order 2001

Local Legislation Acts 1926-1992

Municipal Insurance Act 1960

Municipal Insurance Empowering Order 1973
Public Bodies Contracts Act 1959
Public Bodies Leases Act 1969
Rangitaiki Land Drainage Act 1956
Rates Rebate Act 1973
Rates Rebate Order 1982
Rates Rebate Order 1990
Rates Rebate (Witnessing of Declarations) Notice 1977
Rating (Fees) Regulations 1997
Rating Regulations 1968
River Boards Act 1908

Racing

Racing Act 1971

Appendix 2

Senior Managers and other staff with whom the Ministers' offices will have significant contact.

Gaming & Censorship Regulation

General Manager	Keith Manch
Manager, Gaming Operational Policy	Kate Reid
Communications Advisor	Vince Cholewa

Community Development Group

General Manager	Paul Curry
Acting Manager Community Policy	Jo Cribb
Principal Community Policy Analyst	Ann Reeves

Identity Services

General Manager	Annette Offenberger
Manager, Citizenship	Geoff May
Manager, Passports	David Philp
Manager, Births, Deaths and Marriages	Brian Clarke
Manager, Strategic Development	Sue Boland

Office of Ethnic Affairs

Director	Sonja Rathgen
Chinese Reconciliation Process	Nigel Murphy

Executive Government Support

General Manager	Pam Madgwick
Executive Manager, Ministerial Services	Richard Lodge
Director, Visits and Ceremonials	Mark Oldershaw
Manager, Media and Communications	Joe Frahm
Manager, The Translation Service and New Zealand Gazette	Janet Gootjes
Manager, MINIT (Ministerial Information Technology) Services	Rick Lewis

Policy

General Manager	Helen Algar
Policy Manager, Local Government	Rosalind Plimmer
Policy Manager, Gaming, Racing and Censorship	John Markland
Policy Manager, Fire, Building and Identity	Joy McDowall
Manager, Local Government Services	Donald Riezebos
Acting Policy Manager, Strategy and Performance	Geoff Whitehouse

Capability & Communications

General Manager	Janice Calvert
Acting Manager, Communications	Pamela Fleming
Communications Advisor	Colin Feslier

Finance & Performance

General Manager	Ben Bush
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Information & Facilities

General Manager	Alison Fleming
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Strategic Support

Director	Gerald Scanlan
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Executive Management Team Accountabilities and Business Groups' Responsibilities

Appendix 3



