



Departmental Forecast Report of the

**DEPARTMENT OF
INTERNAL AFFAIRS**

TE TARI TAIWHENUA

for the year ended 30 June 2000

*Presented to the House of Representatives Pursuant to Section
34A of the Public Finance Act 1989*

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PART A - INTRODUCTION AND OVERVIEW

INFORMATION ON THE DEPARTMENT

Responsibilities

The Department of Internal Affairs is the centre of responsibility for services that:

- support efficient and effective local government
- safeguard communities and strengthen their capability and resilience to emergencies
- support Executive Government
- ensure gaming is fair, legal and honest
- support an effective and well-regulated racing industry
- record key life events and authenticate personal identity for New Zealanders
- support the symbols and rituals of nationhood that set New Zealand apart
- honour and sustain New Zealand history and heritage for generations to come
- link tourism and sport to New Zealand's sense of self and place in the world
- and enable New Zealanders to support and participate in millennium celebrations.

Within the Department, those services are provided through six business groups (Community Development, Executive Government Support, Gaming and Censorship Regulation, Heritage, Identity Services and Policy), Emergency Management and Civil Defence, the Millennium Office and the Office of Tourism and Sport.

The Department also works with a range of Crown entities and other public organisations in delivering those 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.

Strategic Overview

There are three broad influences on the way in which the Department discerns its future, charts its direction and determines its priorities.

Government strategy

For over a decade, successive New Zealand Governments have pursued a sustained programme of economic and institutional reform, with the broadly consistent goal of strengthening economic performance through reducing or removing impediments to the allocative efficiency of markets (notably capital and labour markets) and enhancing their productive efficiency. Perhaps the most prominent theme in the reform programme has been a thorough re-examination of the role of government (both central and local). Initially, government's extensive role in the market economy was the focus of scrutiny. Later, attention switched to its role in the 'welfare economy', notably in respect of health, education and housing. Most recently, the government's role in the 'infrastructure economy' has been re-appraised, and arrangements for the provision of goods and services with public good and natural monopoly characteristics (including electricity, roads, water and marketing of agricultural commodities) are undergoing change.

The Department of Internal Affairs has particular responsibilities for local government policy including funding powers and legislative frameworks for infrastructure.

Building on that platform of reform, the Government has recently established a set of overarching goals, which range broadly over economic, social, environmental, technological and cultural ambitions. These encapsulate what the Government believes are core enduring values of the modern democratic state, and of New Zealanders.

Complementing those goals are a set of strategic priorities, designed to focus departmental attention on the defining issues for New Zealand over the next three years, progress on which will help achieve the goals. Two of those priorities are particularly relevant to the Department of Internal Affairs:

- improve the quality of our regulatory environment
- encourage the contestable supply of resources and services in areas of public sector responsibilities.

Customer expectations

The Department serves an extraordinarily diverse range of customers (to use a single term to refer to many different types of interaction, both voluntary and compulsory, free and fee-based, intimate and remote, recurrent and one-off). Increasingly, those customers bring contemporary standards of service quality to bear on their judgements of the performance of the Department in meeting their needs. 'Consumer sovereignty' is becoming as powerful a force for quality improvement and process innovation in the public sector as in the private sector, even though consumers of public goods typically have fewer or less direct remedies available to them for poor service. Along with most other public sector organisations, the Department is rapidly adapting its services and business processes in response to new technologies, new patterns of demand and new modes of supply. The Department recognises that innovation is the key to creating value in its myriad transactions with New Zealanders, particularly when demands and resource flows are unconnected.

Capability

With its diverse range of policy and operating responsibilities, the Department is the most notable exception to the 'single function' rule that has governed public sector structural design since the mid-1980s. The Department has emerged from its substantial organisational change programme during 1997/98 with a coherent structural form and clearer sense of purpose at Group level.

In recognition of its historical legacy, the Department based its restructuring on a devolved business management model, complemented by collective corporate governance and a distinctive corporate culture. Sustaining the twin strands of business excellence and corporate competence is the core strategic challenge for the Department; both require close attention to the Department's capability. The State Services Commissioner defines capability as: "...the quality, quantity and interaction of the resources - the people, finances and stock of knowledge - that form the fabric of any organisation; and the values, systems, structures and leadership that bring those resources together and apply them. A further component is the capacity of an organisation to accommodate and adjust to the demands of the owner - both the current demands and the ones to be made in the future".¹

These three influences - Government strategy, customer expectations and its own organisational needs - have shaped the selection of the Department's priorities for 1999/2000, examples of which are presented below.

Departmental Priorities

Key Result Areas²

The Department will contribute to the Government's overarching goals and strategic priorities by focusing on the following initiatives for 1999/2000:

- *Enhancing local government effectiveness*, particularly through developing legislation from, and implementing decisions on, the review of local government funding powers. Other emphases will include assessing the impacts of recent changes to the financial management requirements on local government, reviewing the basis of remuneration of elected members of local authorities and contributing to the review of the provision of water, wastewater and stormwater services.
- *Implementing emergency management reforms*, involving changes in organising for community and national preparation for, and response to, emergencies, including possible disruptions arising from the Year 2000 computer problem.
- *Managing the Government's official contribution to the millennium celebrations programme*, with particular emphasis on the dawn celebrations and extensive public awareness and participation.

Policy and Business Service Priorities

The Department's policy function is small in size but significant in terms of its scope and its impact on issues that affect New Zealanders. Among the issues on which the Government will seek advice in 1999/2000 are:

- control of dangerous dogs
- imposition of liquor bans in public places
- on-going reform of the Fire Service

¹ Annual Report of the State Services Commission for the year ended 30 June 1998: page 7

² Subject to final agreement between the Minister of Internal Affairs and the Secretary of Internal Affairs

- the regulation of the building industry
- the protection of moveable cultural heritage
- criteria for eligibility for New Zealand citizenship
- the governance and management of the Crown entities listed earlier.

The Department's policy scope is matched by the breadth of its business services. Among the priorities for attention in 1999/2000, in addition to business initiatives included in the Key Result Areas, are:

- the Heads of Government bilateral visits programme associated with the APEC conference
- discharge of the duties of the Clerk of the Writs for the general election
- support for the Executive Government transition after the general election
- co-ordination of national branding opportunities associated with the official Millennium Programme, the APEC gathering, the Americas Cup regatta and the Sydney Olympics
- the conversion of paper to digital records for the registers of births, deaths and marriages
- strengthening and refurbishment of the National Archives and providing increased accommodation for National Archives in Wellington
- completion of the Dictionary of New Zealand Biography
- preparation for new casinos in Dunedin, Hamilton and Queenstown
- implementation of new legislation governing the operation of gaming machines.

Departmental Capability

The size, scope and complexity of the Department place a premium on ensuring that it maintains its capability for efficient and effective performance into the future. The Department has identified specific capability development needs in the following areas:

- financial management, including capital planning, costing and cost allocation
- principles-based workplace management and employment contracts
- competence-based performance management and manager development
- stakeholder relationship management
- a continuing focus on the Department's culture associated with implementing its new brand
- information management, especially making enhanced use of the Department's technology investments, and completing preparations for the Year 2000 computer risk.

Governance and Management

The Department is responsible to seven portfolio Ministers for seven 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, Local Government, and Tourism; the Ministers for Racing, and Sport, Fitness and Leisure; the Minister Responsible for Ministerial Services, and the Minister responsible for 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, the Secretary for the New Zealand Lottery Grants Board, 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
- John Norton - Director of Emergency Management and Civil Defence
- Annette Offenberger - General Manager Identity Services
- Jock Phillips - Acting General Manager Heritage
- Brenda Tahi - General Manager Strategic Management Support.

SUMMARY OVERVIEW

In 1999/2000 the Department expects to:

- earn \$61.799 million in revenue from the Crown
- earn \$56.583 million in revenue from third parties
- earn \$0.650 million in interest from the New Zealand Debt Management Office
- supply services under 24 Departmental Output Classes and six Non-Departmental Output Classes across seven Votes
- incur expenses of \$113.953 million in providing these services
- generate a surplus of \$5.079 million. The majority of the surplus will occur in Vote Internal Affairs Output Class D8: Issuing of Official Documents.

The Government's investment in the Department has been increased in the 1999/00 financial year by a capital contribution from the Crown of \$1.991 million to fund an increase in accommodation for the National Archives in Wellington.

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; Civil Defence; Local Government; Millennium; Racing; Sport, Fitness and Leisure; and Tourism in the *Estimates of Appropriations for the New Zealand Government for the year ended 30 June 2000*.

FINANCIAL HIGHLIGHTS

	<i>1999/00</i>	<i>1998/99</i>	
	<i>Forecast</i>	<i>Budgeted</i>	<i>Estimated</i>
	<i>\$000</i>	<i>\$000</i>	<i>Actual</i> <i>\$000</i>
Total revenue ³	119,032	128,826	126,873
Total expenses	113,953	120,185	117,341
Net surplus	5,079	8,641	8,842
Taxpayers' funds	49,215	47,224	47,224
Closing cash balances	17,674	18,216	21,059

Comment on Financial Highlights

The main movements in the budget between the 1998/99 and 1999/00 Forecasts involve:

- a transfer of the activity related to service cemeteries and the provision of plaques and headstones to the families of returned service personnel, to the Office of Veterans' Affairs (a reduction in \$370,000 in revenue Other and \$274,000 in revenue Crown)
- a reduction in revenue Crown funding of \$1.202 million for the Millennium Office as much of the departmental activity related to marketing the celebration events for the Millennium was undertaken in 1998/99
- a reduction in revenue Crown of \$756,000 for the activity of Emergency Management and Civil Defence related to one-off costs in 1998/99 for the re-engineering of the Ministry of Civil Defence
- an increase in revenue Crown of \$488,000 for the Office of Sport and Tourism to cover increased provision for policy advice in 1999/2000
- a reduction in third party revenue from passport and citizenship services based on forecast decrease in the level of activity (a decrease in Revenue Other of \$4,556,000) with an associated reduction to the planned operating surplus of \$1.1 million
- adjustment to third party revenue expected in the New Zealand Gazette publication (an increase in revenue Other of \$150,000 and Revenue Department of \$100,000)
- an increase of \$1.991 million in Taxpayers' Funds related to a capital contribution to fund an increase in accommodation for the National Archives in Wellington
- a decrease in total revenue reflecting unrealised revaluation gains of \$2.872 million in 1998/99 related to the revaluation of land and buildings
- a one-off recognition of an accrued expense of \$610,000 in 1998/99 related to the accumulation of long service and retirement leave entitlement by employees in prior periods.

The stated closing cash position for 30 June 2000 is positive and provides the Department with the liquidity to meet its current liabilities.

³ Figures are GST exclusive

PART B - FORECAST FINANCIAL STATEMENTS

INTRODUCTION

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

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

- A Statement of Responsibility, signed by the Chief Executive, in respect of the financial statements contained in this report.
- A statement of underlying assumptions and significant accounting policies to explain the basis on which the forecast statements have been compiled.
- A Statement of Forecast Financial Position as at 30 June 2000.
- A Statement of Forecast Financial Performance for the year ended 30 June 2000.
- A Statement of Forecast Cash Flows for the year ended 30 June 2000.
- A reconciliation of Forecast Net Cash Flows from Operating Activities to Net Surplus/(Deficit) in the Statement of Forecast Financial Performance for the year ended 30 June 2000.
- A Statement of Forecast Movements in Taxpayers' Funds (Equity) for the year ended 30 June 2000.
- A Statement of Forecast Fixed Assets by Category for the year ended 30 June 2000.
- A Statement of Forecast Objectives - Specifying the Forecast Financial Performance for the Department.
- A Forecast Statement of Commitments as at 30 June 2000.
- A Statement of Appropriations for Departmental Output Classes for 1999/00.
- A Statement of Objectives - Forecast Financial Performance for Each Class of Outputs.
- Specific Forecast Performance Objectives for 1999/00.

STATEMENT OF RESPONSIBILITY

The forecast financial statements for the Department of Internal Affairs for the year ended 30 June 2000 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 2000 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 2000 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 2000 that are being laid before the House of Representatives under section 9 of the Public Finance Act 1989.

Signed:



Roger Blakeley
Chief Executive
12 April 1999

Countersigned:



Paul Bryant
Chief Finance Officer
12 April 1999

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 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 1999 year-to-date financial information has been used as a base in forecasting estimated actual results. Estimated actual information for 1998/99 has been used as the opening position for 1999/00 forecasts.

The 1999/00 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 2000*.

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
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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 *Te Tari Taiwhenua*. 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 1999 to 30 June 2000.

Variation from Forecasts

Actual results achieved for 1999/00 are likely to vary from the information presented and the variation could be material. It is likely that these variations would be mainly attributed to change in the level of demand for services produced by the Department.

Basis of Preparation

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

Revenue Recognition

Revenue is derived through the provision of outputs to the Crown, from services to third parties, from interest on deposits with the New Zealand Debt Management Office (NZDMO), and from the recovery of revaluation losses. Such revenue is recognised when earned and is reported in the financial period to which it relates.

Liability Recognition

Liabilities are generally recognised when the goods and services to which they relate are received. Liabilities are carried at the amount of cash which is required to settle those liabilities.

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

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

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 charged on the basis of time engaged in the delivery of particular output.
- Operating costs are allocated on the basis of usage.
- Depreciation and capital charge are charged on the basis of asset utilisation.
- Accommodation costs are allocated on the basis of floor space occupied.

For the year ended 30 June 2000, direct costs are forecast to account for 83% of the Department’s costs. The percentage budgeted for the 1998/99 financial year was 86%.

Basis for Assigning Indirect Costs

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

Accounts Receivable

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

<u>Age of Debt</u>	<u>Percentage</u>
0 - 2 months	1%
2 - 3 months	5%

3 months and over

30%

Leases

The Department leases office equipment, vehicles and accommodation. The leases are classified as operating leases. Lease costs are expensed in the period in which they are incurred. Risks and ownership are retained by the lessor.

Inventories

Inventories or stock holdings are stated at the lower of cost or net realisable value. Costs are ascertained 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, accounts receivable, accounts payable and provisions, accrued expenses and foreign currency. Financial instruments are recognised in the Statement of Financial Position, except for foreign currency forward contracts. 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). Valuations are undertaken in accordance with New Zealand Institute of Valuers' standards.

Antiques and Works of Art are recorded at Net Current Value.

All physical 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, antiques 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:-

<u>Asset Categories</u>	<u>Estimated Useful Life</u>
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 physical assets. Unrealised losses are first applied against the revaluation reserve for that class of physical assets. The balance, if any, is charged to the Statement of Financial Performance.

Employee Entitlements

Employee entitlements for long service and retirement leave are recognised on an actuarial basis.

Goods and Services Tax (GST)

The Departmental financial statements are prepared net of GST except for the Statement of Appropriations which 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.

Taxpayers' Funds

This is the Crown's net investment in the Department.

Statement of Cash Flows

Cash means cash balances on hand, current accounts, and short term deposits held with the New Zealand Debt Management Office.

Investments are made only with the New Zealand Debt Management Office as per Treasury Instructions.

Operating activities include all transactions and other events that are not investing or financing activities.

Investing activities are those activities relating to the acquisition and disposal of non-current assets.

Financing activities comprise changes in the capital structure.

Discontinued Activities

Discontinued activities represent output classes where the delivery of goods and services by the Department have ceased during the 1999/2000 year. Please refer to page 91 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 POSITION as at 30 June 2000
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	<i>Forecast Financial Position as at 30 June 2000 \$000</i>	<i>Estimated Financial Position as at 30 June 1999 \$000</i>	<i>Actual Financial Position as at 30 June 1998 \$000</i>
Assets			
<i>Current Assets</i>			
Cash and bank balances	3,574	5,559	3,578
Short-term deposits with the Crown	14,100	15,500	17,100
Prepayments	863	699	816
Inventory	1,676	2,945	1,794
Receivables and advances	2,257	2,367	2,581
Total Current Assets	22,470	27,070	25,869
<i>Non-Current Assets</i>			
Physical assets	46,655	46,208	44,329
Total Assets	69,125	73,278	70,198
Liabilities			
<i>Current Liabilities</i>			
Payables and provisions	4,560	4,427	6,702
Provision for payment of surplus	5,079	8,842	8,827
Accrued expenses	8,031	8,042	7,064
Revenue received in advance	2,240	4,743	4,051
Total Current Liabilities	19,910	26,054	26,644
Total Liabilities	19,910	26,054	26,644
Taxpayers' Funds			
General fund	48,939	46,948	43,378
Revaluation reserve	276	276	176
Total Taxpayers' Funds	49,215	47,224	43,554
Total Liabilities and Taxpayers' Funds	69,125	73,278	70,198

STATEMENT OF FORECAST FINANCIAL PERFORMANCE for the year ended 30 June 2000
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	<i>1999/00</i>	<i>1998/99</i>	
	<i>Forecast</i>	<i>Budgeted</i>	<i>Estimated</i>
	<i>\$000</i>	<i>\$000</i>	<i>Actual</i>
	<i>\$000</i>	<i>\$000</i>	<i>\$000</i>
Revenue			
Crown	61,799	63,581	62,248
Departments	2,538	2,436	2,302
Other	54,045	59,087	57,914
Interest	650	850	846
Revaluation Gain	-	2,872	2,873
Total Revenue	119,032	128,826	126,183
Expenses			
<i>Output Expenses</i>			
Personnel	51,922	53,093	53,222
Operating	52,314	56,940	54,010
Depreciation	5,636	5,525	5,230
Other output expenses	-	-	253
Capital charge	4,081	4,017	4,016
Total Output Expenses	113,953	119,575	116,731
Other Expenses	-	610	610
Total Expenses	113,953	120,185	117,341
Net Surplus/(Deficit)	5,079	8,641	8,842

STATEMENT OF FORECAST CASH FLOWS for the year ended 30 June 2000

	<i>1999/00</i>	<i>1998/99</i>	
	<i>Forecast</i>	<i>Budgeted</i>	<i>Estimated</i>
	<i>\$000</i>	<i>\$000</i>	<i>Actual</i>
	<i>\$000</i>	<i>\$000</i>	<i>\$000</i>
Cash Flows from Operating Activities			
<i>Cash provided from</i>			
Supply of outputs to:			
Crown	61,799	63,581	62,248
Departments	2,739	2,436	2,301
Other	51,534	58,068	57,047
Interest	734	867	830
<i>Cash disbursed to</i>			
Cost of producing outputs:			
Output expenses	(107,241)	(108,576)	(104,874)
Capital charge	(4,081)	(4,017)	(4,016)
Net Cash Flows from Operating Activities	5,484	12,359	13,536
Cash Flows from Investing Activities			
<i>Cash provided from</i>			
Sale of physical assets	1,000	1,082	1,099
<i>Cash disbursed to</i>			
Purchase of physical assets	(6,500)	(7,132)	(5,515)
Net Cash Flows from Investing Activities	(5,500)	(6,050)	(4,416)
Cash Flows from Financing Activities			
<i>Cash provided from</i>			
Capital contribution from the Crown	1,991	-	88
<i>Cash disbursed to</i>			
Payment of surplus to the Crown	(5,360)	(8,827)	(8,827)
Repayment of capital to the Crown	-	-	-
Net Cash Flows from Financing Activities	(3,369)	(8,827)	(8,739)
Net Increase/(Decrease) in Cash Held	(3,385)	(2,518)	381
Total Cash Balances at 1 July	21,059	20,678	20,678
Effect of Exchange Rate Changes		56	
Closing Total Cash Balances at 30 June Projected	17,674	18,216	21,059

RECONCILIATION OF FORECAST NET CASH FLOWS FROM OPERATING ACTIVITIES TO NET SURPLUS/(DEFICIT) IN THE STATEMENT OF FORECAST FINANCIAL PERFORMANCE for the year ended 30 June 2000
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	<i>1999/00</i>	<i>1998/99</i>	
	<i>Forecast</i>	<i>Budgeted</i>	<i>Estimated</i>
	<i>\$000</i>	<i>\$000</i>	<i>Actual</i>
			<i>\$000</i>
Surplus/(Deficit) from Statement of Financial Performance	5,079	8,641	8,842
<i>Add/(Deduct) non-cash items</i>			
Depreciation	5,636	5,525	5,230
Revaluation	-	(2,872)	(2,873)
<i>Movements in working capital items</i>			
(Increase)/Decrease in receivables and advances	(54)	833	331
Increase/(Decrease) in payables and provisions	(3,908)	276	2,904
(Increase)/Decrease in inventories	(1,269)	(44)	(1,151)
<i>Items classified as investing activities</i>			
Net (gain)/loss on sale of assets	-	-	253
Net Cash Flows from Operating Activities	5,484	12,359	13,536

STATEMENT OF FORECAST MOVEMENTS IN TAXPAYERS' FUNDS (EQUITY) for the year ended 30 June 2000

	<i>Forecast Position as at 30 June 2000 \$000</i>	<i>Estimated Position as at 30 June 1999 \$000</i>	<i>Actual Position as at 30 June 1998 \$000</i>
Taxpayers' funds as at 1 July	47,224	43,554	45,203
Amended taxpayers' funds as at 1 July	47,224	43,554	45,203
Taxpayers' funds at end of period	49,215	47,224	43,554
Change in Taxpayers' Funds	1,991	3,670	(1,649)
<i>Analysed as follows:</i>			
Net surplus	5,079	8,842	8,630
Increase/(Decrease) in revaluation reserves		100	
Capital contribution	1,991	2,960	-
Distributions to the Crown through:			
Capital withdrawals	-	-	(1,452)
Provision for payment of surplus to the Crown	(5,079)	(8,232)	(8,827)
Change in Taxpayers' Funds	1,991	3,670	(1,649)

STATEMENT OF FORECAST FIXED ASSETS BY CATEGORY for the year ended 30 June 2000

	Forecast 30 June 2000			Estimated Actual 30 June 1999		
	<i>Cost or Valuation \$000</i>	<i>Accumulated Depreciation \$000</i>	<i>Carrying Amount \$000</i>	<i>Cost or Valuation \$000</i>	<i>Accumulated Depreciation \$000</i>	<i>Carrying Amount \$000</i>
Land	13,095	0	13,095	13,095	0	13,095
Buildings	17,050	549	16,501	17,050	183	16,867
Building Alterations	4,655	2,209	2,446	5,142	2,796	2,346
Antiquities & Works of Art	573	0	573	573	0	573
Furniture & Fittings	2,133	1,624	509	2,158	1,678	480
Office Equipment	2,383	1,908	475	2,310	1,803	507
Motor Vehicles	6,372	1,520	4,852	5,698	1,901	3,797
Plant & Equipment	5,549	3,381	2,168	5,259	3,206	2,053
EDP Equipment	26,383	20,430	5,953	24,914	18,424	6,490
Total Non- Current Assets	78,193	31,621	46,572	76,199	29,991	46,208

<p>STATEMENT OF FORECAST OBJECTIVES - SPECIFYING THE FORECAST FINANCIAL PERFORMANCE FOR THE DEPARTMENT for the year ended 30 June 2000</p>
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	1999/00		1998/99	
	Unit	Forecast	Budgeted	Estimated Actual
Operating results				
Revenue: other	\$000	56,583	61,523	60,216
Revenue: interest	\$000	650	850	846
Total expenses	\$000	113,953	120,185	117,341
Operating surplus before capital charge	\$000	9,160	12,658	12,858
Net Surplus	\$000	5,079	8,641	8,842
Working capital				
Liquid ratio		1.12:1	0.96:1	0.97:1
Current ratio		1.13:1	1.01:1	1.04:1
Average debtors outstanding	Days	20	15	18
Average creditors outstanding	Days	38	44	33
Resource utilisation				
Physical assets:				
Physical assets as % of total assets	%	67	68	63
Additions as % of physical assets	%	14	15	12
Taxpayers' funds:				
Level at year-end	\$000	49,215	47,224	47,224
Level per employee	\$000	51	49	48
Forecast net cash flows				
Surplus/(deficit) from operating activities	\$000	5,484	12,359	13,536
Surplus/(deficit) from investing activities	\$000	(5,500)	(6,050)	(4,416)
Net increase/(decrease) in cash held	\$000	(3,385)	(2,518)	381
Human Resources⁴				
Staff turnover (ongoing)	%	13	18	14
Average length of service (ongoing)	Years	6.4	4.8	5.5
Total staff (ongoing, temp/fixed term)	No.	970	960	982

⁴ 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.

FORECAST STATEMENT OF COMMITMENTS as at 30 June 2000
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	<i>1999/00</i>	<i>1998/99</i>
	<i>Forecast</i>	<i>Estimated Actual</i>
	<i>\$000</i>	<i>\$000</i>
CAPITAL COMMITMENTS		
Land and Buildings		
Less than one year	165	358
Total Land and Buildings	165	358
OPERATING COMMITMENTS		
Non-Cancellable Accommodation Leases		
Less than one year	4,683	4,958
One to two years	3,324	3,761
Two to five years	7,744	8,825
Over five years	5,931	8,131
Total Accommodation Commitments	21,682	25,675
Other Non-Cancellable Leases		
Less than one year	210	1,099
One to two years	107	107
Two to five years	26	130
Total Other Lease Commitments	343	1,336
Non-Cancellable Contracts for the Supply of Goods and Services		
Less than one year	1,107	1,107
One to two years	660	660
Two to five years	-	658
Total Supply Commitments	1,767	2,425
Total Commitments	23,957	29,794

STATEMENT OF APPROPRIATIONS FOR DEPARTMENTAL OUTPUT CLASSES FOR 1999/00
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<i>Departmental Output Classes</i>	<i>GST- Exclusive (Departmental Forecast Report)</i>	<i>GST</i>	<i>GST- Inclusive (Appropriation)</i>	<i>GST- Inclusive (Final Appropriation)</i>
	<i>1999/00 \$000</i>	<i>1999/00 \$000</i>	<i>1999/00 \$000</i>	<i>1998/99 \$000</i>
Vote Internal Affairs				
D1 National Archival Services	9,848	1,232	11,080	10,868
D2 Official, Legal and Historical Publications	3,075	387	3,462	3,341
D3 Administrative and Advisory Support Services	7,558	953	8,511	8,919
D4 Support Services to Ministers	21,825	2,728	24,553	24,356
D5 Property Management	3,107	389	3,496	3,978
D6 Administration of Grants	2,190	274	2,464	2,652
D7 Issuing of Licences and Administration of Regulations	7,299	959	8,258	8,290
D8 Issuing of Official Documents	31,598	4,445	36,043	40,064
D9 Policy Advice (Internal Affairs)	2,127	266	2,393	2,159
D10 Community Advisory and Information Services	5,189	650	5,839	5,891
D11 Visits and Ceremonial Services	1,947	243	2,190	2,307
D12 Transport Services	5,256	657	5,913	5,714
D13 Translation Services	437	55	492	563
Total Vote Internal Affairs	101,456	13,238	114,694	119,102
Vote Civil Defence				
D1 Policy Advice (Civil Defence)	1,396	175	1,571	1,357
D2 Support Services, Information and Education	2,507	313	2,820	3,291
D3 Management of National Emergency Readiness, Response and Recovery	830	104	934	1,603
Total Vote Civil Defence	4,733	592	5,325	6,251
Vote Local Government				

<i>Departmental Output Classes</i>	<i>GST- Exclusive (Departmental Forecast Report)</i>	<i>GST</i>	<i>GST- Inclusive (Appropriation)</i>	<i>GST- Inclusive (Final Appropriation)</i>
	<i>1999/00 \$000</i>	<i>1999/00 \$000</i>	<i>1999/00 \$000</i>	<i>1998/99 \$000</i>
D1 Policy Advice (Local Government)	1,552	194	1,746	2,064
D2 Information, Support and Regulatory Services (Local Government)	1,554	194	1,748	1,745
Total Vote Local Government	3,106	388	3,494	3,809
Vote Millennium				
D1 Administrative and Advisory Support Services	558	70	628	489
D2 Marketing Services Programme	791	99	890	2,381
Total Vote Millennium	1,349	169	1,518	2,870
Vote Racing				
D1 Policy Advice (Racing)	123	15	138	138
Total Vote Racing	123	15	138	138
Vote Sport, Fitness and Leisure				
D1 Policy Advice (Sport, Fitness and Leisure)	249	31	280	280
Total Vote Sport, Fitness and Leisure	249	31	280	280
Vote Tourism				
D1 Policy Advice (Tourism)	1,758	220	1,978	1,178
D2 Wairakei Tourist Park:	1,179	148	1,327	1,584

<i>Departmental Output Classes</i>	<i>GST- Exclusive (Departmental Forecast Report)</i>	<i>GST</i>	<i>GST- Inclusive (Appropriation)</i>	<i>GST- Inclusive (Final Appropriation)</i>
	<i>1999/00 \$000</i>	<i>1999/00 \$000</i>	<i>1999/00 \$000</i>	<i>1998/99 \$000</i>
Development and Management				
Total Vote Tourism	2,937	368	3,305	2,762

STATEMENT OF OBJECTIVES - FORECAST FINANCIAL PERFORMANCE FOR EACH CLASS OF OUTPUTS for the year ended 30 June 2000

The Department of Internal Affairs is committed to provide output classes in 1999/00 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:

OUTPUT OPERATING STATEMENTS: 1999/00

<i>Departmental Output Class</i>	<i>Description⁵</i>	<i>Revenue Crown \$000</i>	<i>Revenue Depts \$000</i>	<i>Revenue Other \$000</i>	<i>Total Expenses \$000⁶</i>	<i>Surplus/ (deficit) \$000</i>
Vote Internal Affairs (Mode B Gross)						
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.	9,083	196	574	9,848	5
D2 Official, Legal and Historical Publications	Preparation and publication of historical works, <i>Dictionary of New Zealand Biography</i> , and the <i>New Zealand Gazette</i> .	1,289	760	1,045	3,075	19
D3 Administrative and Advisory Support Services	Provision of support services to a variety of organisations including Crown trusts and Commission of Inquiry.	493	0	7,131	7,558	66
D4 Support Services	Provision of	21,799	16	10	21,825	-

⁵ Fuller descriptions of each output class and specific performance objectives are shown on pages 35 to 87.

⁶ Corresponds to the appropriated sum excluding GST.

<i>Departmental Output Class</i>	<i>Description⁵</i>	<i>Revenue Crown \$000</i>	<i>Revenue Depts \$000</i>	<i>Revenue Other \$000</i>	<i>Total Expenses \$000⁶</i>	<i>Surplus/ (deficit) \$000</i>
to Ministers	services to Ministers.					
D5 Property Management	Acquisition & management of Crown-owned, Department-owned and leased Ministerial residences, national memorials and war graves, and antiquities.	3,083	-	25	3,107	1
D6 Administration of Grants	Assessment, disbursement and administration of grants to fund community organisations.	2,190	-	-	2,190	-
D7 Issuing of Licences and Administration of Regulations	Services relating to the issuing of licences involving all aspects of gaming and employees of the country's casinos. Services also include the carrying out of investigations and audits to test compliance with regulations pursuant to relevant legislation ⁷ and enforcing regulations pursuant to these Acts ⁵ , with prosecutions carried out where appropriate. Provision of policy advice on gaming licensing regime and	1,237	-	6,431	7,299	369

⁷ The Gaming and Lotteries Act 1977, the Racing Act 1971, the Casino Control Act 1990 and the Films, Videos and Publications Classification Act 1993.

<i>Departmental Output Class</i>	<i>Description⁵</i>	<i>Revenue Crown \$000</i>	<i>Revenue Depts \$000</i>	<i>Revenue Other \$000</i>	<i>Total Expenses \$000⁸</i>	<i>Surplus/ (deficit) \$000</i>
	associated fees.					
D8 Issuing of Official Documents	Issuing of NZ citizenship and passports; maintenance of national record of citizenship and passports; registration and providing access to records of births, deaths and marriages; policy advice on identity issues (including citizenship and passports).	1,846	324	33,388	31,598	3,960
D9 Policy Advice (Internal Affairs)	Provision of advice and information relating to gaming & censorship policy, fire & building policy, heritage & constitutional policy, community development & ethnic affairs policy and the performance of Crown entities. Include Ministerial servicing.	2,126	-	-	2,127	(1)
D10 Community Advisory and Information Services	Community advice & info- mation and information on fire service & buildings controls legislation. ⁸	4,480	630	89	5,189	10
D11 Visits and Ceremonial Services	Provision of services for guests of government, state functions,	1,937	-	5	1,947	(5)

⁸ Building Industry Authority and Building Act 1991.

<i>Departmental Output Class</i>	<i>Description⁵</i>	<i>Revenue Crown \$000</i>	<i>Revenue Depts \$000</i>	<i>Revenue Other \$000</i>	<i>Total Expenses \$000⁶</i>	<i>Surplus/ (deficit) \$000</i>
	commemorative events, and national anniversaries & constitutional services.					
D12 Transport Services	Provision of limousine and self-drive services for Ministers and other VIPs.	-	533	4,723	5,256	-
(Mode B Net)⁹						
D13 Translation Services	Provision of translation, interpreting and other foreign language services.	-	80	357	437	-
Vote Civil Defence (Mode B Gross)						
D1 Policy Advice (Civil Defence)	Provision of strategic policy development and advice on emergency management, including Ministerial servicing.	1,396	-	-	1,396	-
D2 Support Services, Information and Education	Provision of advice, information and support services relating to emergency management sector and development of risk based management models & frameworks.	2,507	-	-	2,507	-
D3 Management of National	Management of national level	830	-	-	830	-

⁹ 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.

<i>Departmental Output Class</i>	<i>Description⁵</i>	<i>Revenue Crown \$000</i>	<i>Revenue Depts \$000</i>	<i>Revenue Other \$000</i>	<i>Total Expenses \$000⁶</i>	<i>Surplus/ (deficit) \$000</i>
Emergency Readiness, Response and Recovery	monitoring, response and recovery from emergencies.					
Vote Local Government (Mode B Gross)						
D1 Policy Advice (Local Government)	Provision of policy advice on local government issues, including Ministerial servicing.	1,552	-	-	1,552	-
D2 Information, Support and Regulatory Services (Local Government)	Provision of 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.	1,287	-	267	1,554	-
Vote Millennium (Mode B Gross)						
D1 Administrative and Advisory Support Services	Administration & coordination of the Official Millennium Celebrations Programme.	558	-	-	558	-
D2 Marketing Programme	Provision of services relating to the marketing, branding and advertising of the Millennium Celebrations and the "First to the Future" Brand.	791	-	-	791	-

<i>Departmental Output Class</i>	<i>Description⁵</i>	<i>Revenue Crown \$000</i>	<i>Revenue Depts \$000</i>	<i>Revenue Other \$000</i>	<i>Total Expenses \$000⁶</i>	<i>Surplus/ (deficit) \$000</i>
Vote Racing (Mode B Gross)						
D1 Policy Advice (Racing)	Provision of policy advice on racing issues, and race and sports betting, including Ministerial servicing.	123	-	-	123	-
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.	249	-	-	249	-
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.	1,758	-	-	1,758	-
D2 Wairakei Tourist Park: Development and Management	Advice on the development of the Wairakei Tourist Park, and services for the management of the Park.	1,185	-	-	1,179	6

SPECIFIC FORECAST PERFORMANCE OBJECTIVES FOR 1999/00
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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 1999/2000 Purchase Agreements to be agreed between the Chief Executive and respective Vote Ministers by 31 July 1999.

The expected performance could be amended (as agreed between the Minister concerned and the Chief Executive of the Department) during the course of the 1999/2000 financial year because of changed circumstances or Government policy.

As the Treasury does not require departments to prepare an updated DFR during the 1999/2000 financial year, any amendments to the Budget night's performance indicators to reflect the changed expected performance of this Department will be appended to the respective 1999/2000 Purchase Agreements.

To account for the changed expected performance as explained above, the 1999/2000 Annual Report will contain and report on:

- a) the 1999 Budget night performance indicators in the 1999/2000 DFR if these indicators have not changed during the year
- b) the amended 1999/2000 performance indicators as agreed and appended in the respective 1999/2000 Purchase Agreements
- c) the 1999/2000 actual results

and explain any variances between the 1999 Budget night, or 1999/2000 amended indicators as the case may be, and the actual results for 1999/2000.

Vote Internal Affairs

OUTPUT CLASS D1 - NATIONAL ARCHIVAL SERVICES

Description

This class of outputs 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 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 24,000 to 30,000 hours for the delivery of reference services.¹⁰
- 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 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”.

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 9,000 to 11,500 hours for delivery of transfer and documentation services.
- 85% of draft appraisal reports delivered within contracted timeframes.
- 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 Internal Affairs Purchase Agreement for 1999/2000.
- 80% of respondents to a client satisfaction survey rate services at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”.

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 time¹¹ 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 3 working days.

Performance targets for *Archives Education* are:

- 45 to 55 public events completed, including book launches, gallery exhibitions,¹² touring exhibitions, public tours and talks.
- 80% of respondents to a client satisfaction survey rate services at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”.

¹⁰ 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.

¹¹ This takes into account the possibility for equipment failure rather than allowing for procedural failure.

¹² Gallery exhibitions are defined as exhibitions that open during the reporting period.

Performance targets for *Provision of Record Keeping Advice* are:

- Capacity of an estimated 800 to 1,200 hours for formulation and delivery of recordkeeping advice.
- 95% of advice provided within agreed deadlines and to standards acceptable to the Chief Archivist.
- 95% of appraisal reports processed within 10 working days.

Performance targets for *Formulation of Policies and Setting of Recordkeeping Standards* are:

- Capacity of an estimated 800 to 1,200 hours allocated for formulation of policies and setting of standards as set out in the Annual Business Plan.
- 95% of policies and standards formulated within agreed deadlines and criteria which are acceptable to the Chief Archivist.

Cost

This output class will be provided within the appropriated sum of \$11.080 million including GST. The GST-exclusive amount of \$9.848 million will be funded by Revenue Crown of \$9.083 million and estimated revenue from third parties of \$0.770 million.

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

	<u>1999/00</u>	<u>1998/99</u>
	<i>Forecast</i>	<i>Budgeted</i>
	<i>\$ million</i>	<i>\$ million</i>
Reference Services	3.241	3.231
Selection and Description	2.162	2.077
Physical Preservation and Storage	3.035	2.887
Archives Education	1.097	1.151
Provision of Recordkeeping Advice	0.157	0.157
Formulation of Policies and Setting of Recordkeeping Standards	0.156	0.157
Total excluding GST	<u>9.848</u>	<u>9.660</u>
GST	1.232	1.208
Total appropriation for the output class	<u>11.080</u>	<u>10.868</u>

OUTPUT CLASS D2 - OFFICIAL, LEGAL AND HISTORICAL PUBLICATIONS

Description

This class of outputs involves:

- research, writing, translation, editing and other work involved in publishing historical works including the *Dictionary of New Zealand Biography*
- war history publications
- production of the *New Zealand Gazette*

Quantity, Quality and Timeliness

Performance targets for *Dictionary of New Zealand Biography* are:

- Volumes I, II, III and IV (English and Māori) to be kept in print.
- Volume V English to be 100% complete¹³ by 30 June 2000.
- Volume V Māori to be 100% complete¹⁴ by 30 June 2000.
- All DNZB essays will be completed to factual and reference standards as endorsed by the Dictionary's Policy Committee. These standards are set out in the Department's Vote Internal Affairs Purchase Agreement for 1999/2000.

Performance targets for *New Zealand Written History* are:

- Research and write eleven historical projects as set out in the Department's Vote Internal Affairs Purchase Agreement for 1999/2000. Four projects will be published during the year.
- 80% of historical publications completed meet time criteria specified by the Historical Branch Advisory Committee.
- 100% of historical publications completed meet content criteria specified by the Historical Branch Advisory Committee.

Performance targets for *New Zealand Gazette* are:

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

¹³ 100% complete = sent to typesetting.

¹⁴ 100% complete = sent to typesetting.

Cost

This output class will be provided within the appropriated sum of \$3.462 million including GST. The GST-exclusive amount of \$3.075 million will be funded by Revenue Crown of \$1.289 million and estimated revenue from third parties of \$1.805 million.

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

	<i>1999/00</i>	<i>1998/99</i>
	<i>Forecast</i>	<i>Budgeted</i>
	<i>\$ million</i>	<i>\$ million</i>
<i>Dictionary of New Zealand Biography</i>	0.554	0.598
<i>New Zealand Written History</i>	1.037	0.996
<i>New Zealand Gazette</i>	1.484	1.396
Total excluding GST	3.075	2.990
GST	0.387	0.351
Total appropriation for the output class	3.462	3.341

OUTPUT CLASS D3 - ADMINISTRATIVE AND ADVISORY SUPPORT SERVICES

Description

This class of outputs involves:

- clerical, advisory, monitoring, accounting and support services to a range of organisations including: the provision of advice on New Zealand history to the Minister of Internal Affairs, other Government departments and the New Zealand public; 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).

Quantity, Quality and Timeliness

Performance targets for *Historical Advice and Administrative Services* are:

- Capacity for 500 staff hours (the estimated range is 250 to 750 staff hours) providing advice in response to an estimated 300 to 400 enquiries.
- Capacity for 2,000 staff hours (the estimated range is 1,750 to 2,250 staff hours) processing an estimated 140 to 180 applications for three grants (Awards in History, Awards in Oral History, and Grants to Publishers).
- 98% of advice on historical enquiries provided in accordance with criteria as set out in the Department's Vote Internal Affairs Purchase Agreement for 1999/2000.
- 98% of applications processed for three grant schemes (Awards in History, Awards in Oral History, and Grants to Publishers) administered to standards as set out in the Department's Vote Internal Affairs Purchase Agreement for 1999/2000.

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

- 6,800 (the estimated range is 6,400 to 7,200) grant applications processed.
- 112 meetings (the estimated range is 110 to 120) scheduled by the NZLGB, Presiding Members Policy Advisory Group, lottery distribution committees and lottery sub-committees serviced.
- Average cost per application reduced to \$1,000 or less.¹⁵
- Average cost per dollar distributed maintained at 5.5 cents or less.¹⁶
- Percentage of total Lottery Grants Board income used in administration maintained at 6% or less.¹⁷
- Deliver the range of services specified in the Lottery Grants Memorandum of Understanding.¹⁸ The estimated range of staff time is 85,000 to 105,000 hours.¹⁹

¹⁵ Based on a forecast of 6,800 grant applications processed.

¹⁶ Based on a forecast of \$129 million allocated or distributed by the NZLGB and distribution committees respectively.

¹⁷ Based on an annual NZLGB income of \$136 million for 1999/2000 as forecast in the New Zealand Lotteries Commission 1999-2001 Statement of Intent.

¹⁸ Memorandum of Understanding between the Minister of Internal Affairs and the Secretary for Internal Affairs for Lottery Grants administrative and advisory support services.

¹⁹ Base on 62.5 full time equivalents working 40 hours per week for 38 weeks per annum (the remaining weeks are for training, leave and other corporate activities)

- 85% of respondents to an annual independent survey of all appointed members rate the quality and timeliness of services at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 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 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”.
- 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 10 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 New Zealand 1990 Scholarships Trust; and the Diana, Princess of Wales, Memorial Fund.
- Monitoring the Trustee Banks Restructuring Act 1988 and any subsequent legislation.
- 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 6 to 9) and five finance committee meetings (the estimated range is 4 to 6).
- 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 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 targets²⁰ will be:

- All administrative and advisory support services meet deadlines.
- Accurate and appropriate information provided.
- Commissioner's rating of the services provided is 7 or greater on a scale of 1 to 9, where 1 is "very poor" and 9 is "outstanding", the assessment method to be an annual survey.

Cost

This output class will be provided within the appropriated sum of \$8.511 million including GST. The GST-exclusive amount of \$7.558 million will be funded by Revenue Crown of \$0.493 million and estimated revenue from third parties of \$7.131 million.

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

	<i>1999/00 Forecast \$ million</i>	<i>1998/99 Budgeted \$ million</i>
Judicial Review of Findings of the Commission of Inquiry	0.178	0.189
Historical Advice and Administrative Services	0.229	0.217
New Zealand Lottery Grants Board and distribution Committees	6.866	6.777
Crown Trusts and Fellowships	0.285	0.595
Millennium Office	-	0.143
Total excluding GST	7.558	7.921
GST	0.953	0.998
Total appropriation for the output class	8.511	8.919

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

²⁰ These apply to Commissions of Inquiry but not to any judicial review.

OUTPUT CLASS D4 - SUPPORT SERVICES TO MINISTERS

Description

This class of outputs 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 *Support Services to Ministers* are:

- 100% of the Executive and their support staff provided with administration, accounting, personnel, media, information technology, facilities management and advisory services.
- 100% of services provided in accordance with Ministers or Government demands and in accordance with correct authorisation.
- 100% of requests for specific services actioned within specified timeframe.
- No complaints received for the administration of the Executive Government website, co-ordination of electronic news and transcript services and provision of audio visual support to meet Ministers' daily requirements.
- 95% of monitoring of approximately 65 newspapers and the provision of relevant material to the Prime Minister and Ministers of the Crown twice daily (week days) meet agreed deadlines
- Ministerial satisfaction rating for services provided achieve an average of 7.5 or greater on a scale of 1 to 9, where 1 is "very poor" and 9 is "outstanding". The assessment method is to be an annual Ministerial satisfaction survey, and the average taken from those who respond.

Cost

This output class will be provided within the appropriated sum of \$24.553 million including GST. The GST-exclusive amount of \$21.825 million will be funded by Revenue Crown of \$21.799 million and revenue from third parties of \$0.026 million.

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

	<u>1999/00</u>	<u>1998/99</u>
	<i>Forecast</i>	<i>Budgeted</i>
	<i>\$ million</i>	<i>\$ million</i>
Support Services to Ministers	21.825	21.650
Total excluding GST	21.825	21.650
GST	2.728	2.706
Total appropriation for the output class	24.553	24.356

OUTPUT CLASS D5 - PROPERTY MANAGEMENT

Description

This output class involves the acquisition, management and maintenance of Crown-owned Ministerial property, the management of residential accommodation provided for Ministers of the Crown and the management of national monuments, war and historic graves, and antiquities. Activities under this output class include:

- the maintenance of national monuments, and war and historic graves
- the management of other residential accommodation, including maintenance refurbishment and associated works supervision
- grounds maintenance, rates and other routine household maintenance of Crown-owned residences
- services associated with the administration of the Antiquities Act 1975
- the disbursement of certain “single payment” non-departmental payments.

Quantity, Quality and Timeliness

Performance targets for *Management of Residential Property* are:

- All Ministers of the Crown requiring accommodation are housed.
- 100% of requests for specific property management services actioned within eight working hours from receipt of request.
- 100% of emergencies attended immediately (a 24 hour and 365 day service).
- 100% of property services provided to the appropriate New Zealand Standard.
- Ministerial satisfaction rating for services provided achieves an average of 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 “outstanding”. The assessment method is to be an annual Ministerial satisfaction survey, and the average taken from those who respond.

Performance targets for *Management of National Monuments, War and Historic Graves and Antiquities* are:

- 4,188 war graves, 70 historic graves and 16 national monuments maintained in accordance with agreed programme.
- The National War Memorial and five overseas war memorials managed and maintained in accordance to the agreed programme.
- 150 (the estimated range of orders is 120 to 180) applications under the Antiquities Act 1975 processed:
 - ⌘ 50 (the estimated range is 40 to 60) export certificates for antiquities issued.
 - ⌘ 50 (the estimated range being 40 to 60) custody of newly found artefacts determined.
 - ⌘ 50 (the estimated range is 40 to 60) collectors of artefacts registered.
- All sites inspections to determine necessary maintenance undertaken in accordance with agreed schedule and cycle time.
- All sites managed and maintained in a good state of repair (the inscriptions are legible and the stonework intact) at conclusion of scheduled maintenance.
- 90% of all contracts over \$1,000 for capital works and maintenance within New Zealand complied with agreed criteria as set out in the Department's Vote Internal Affairs Purchase Agreement for 1999/2000.
- No Antiquities Act decisions overturned through the appeal process.

Cost

This output class will be provided within the appropriated sum of \$3.496 million including GST. The GST-exclusive amount of \$3.107 million will be funded by Revenue Crown of \$3.083 million and estimated revenue from third parties of \$0.025 million.

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

	<i>1999/00</i>	<i>1998/99</i>
	<i>Forecast</i>	<i>Budgeted</i>
	<i>\$ million</i>	<i>\$ million</i>
Management of Residential Property	2,519	2,336
Management of National Monuments, War Graves and Antiquities	0.588	1.200
Total excluding GST	3.107	3.536
GST	0.389	0.442
Total appropriation for the output class	3.496	3.978

OUTPUT CLASS D6 - ADMINISTRATION OF GRANTS

Description

This class of outputs involves 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:

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

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

In the event that grant funding is approved by Cabinet, the Department will also administer the Commemorating Waitangi Day Fund under this output.

Quantity, Quality and Timeliness

Performance targets for *Administration of Grants* are:

- 3,700 (the estimated range 3,400 to 4,000) grant applications received for all grants schemes assessed, processed and monitored.
- Support services and training will be provided to:
 - ⌘ The COGS National Advisory Committee.
 - ⌘ 40 COGS Local Distribution Committees.
- Information and assistance to prospective grant applicants provided through a minimum of 40 funding clinics.
- 40 public planning and selection meetings and public accountability processes completed for 40 elected COGS Local Distribution Committees and their grant recipients.
- A framework for evaluating grant schemes against community development outcomes documented and implemented by 30 June 2000.
- 100% of public planning and selection meetings and public accountability 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 7 or greater on a scale 1 to 9, where 1 is “very poor” and 9 is “outstanding”.
- 85% of respondents to a customer satisfaction survey of grant scheme clients rate satisfaction with the services provided at 7 or greater on a scale 1 to 9 where 1 is “very poor” and 9 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 \$2.464 million including GST. The GST-exclusive amount of \$2.190 million will be funded solely by Revenue Crown.

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

	<u>1999/00</u>	<u>1998/99</u>
	<i>Forecast</i>	<i>Budgeted</i>
	<i>\$ million</i>	<i>\$ million</i>
Administration of Grants	2.190	2.357
Total excluding GST	2.190	2.357
GST	0.274	0.295
Total appropriation for the output class	2.464	2.652

OUTPUT CLASS D7 - ISSUING OF LICENCES AND ADMINISTRATION OF REGULATIONS

Description

This class of outputs involves:

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

Quantity, Quality and Timeliness

Performance targets for *Casino Audits* are:

	Target	Range
Financial Audits	1,030	1,100 to 1,150
Table games	462	440 to 520
Gaming machines	1,213	1,200 to 1,350
Cashiering	165	160 to 200
Surveillance	1,064	1,000 to 1,210
Security	99	80 to 120
Income control	33	30 to 45

- All audit reports will meet criteria specified in the Gaming & Censorship Regulation's 1999/2000 Business Plan.

Performance targets for *Casino Investigations* are:

	Target	Range
Patron complaints in relation to the conduct of gaming	107	80 to 140
Ongoing suitability of individuals to hold Certificates of Approval	17	13 to 30
Investigations into operator breaches	10	8 to 20
Investigations into offences under the Casino Control Act	79	70 to 100

- All investigation reports will meet criteria specified in the Gaming & Censorship Regulation's 1999/2000 Business Plan.
- 100% of complaints acted on within seven days of receiving the complaint.

Performance targets for *Censorship Inspections* are:

	Target	Range
Video sites inspections	325	300 to 350

Film sites inspections	20	10 to 30
Magazines/book sites inspections	325	300 to 350
Electronic media sites inspections	125	100 to 150
Other forms of publications inspections	550	500 to 600

- 95% of inspection reports will meet the reporting criteria detailed in the 1999/2000 Purchase Agreement.

Performance targets for *Censorship Investigations* are:

- An estimated minimum of 300 censorship investigations in the year completed to standards and legal requirements.²¹
- 100% of investigations reviewed by Manager monthly and within seven days of completion to ensure legal requirements are complied with.

Performance targets for *Censorship Prosecutions* are:

- An estimated minimum of 15-20 cases²² of censorship prosecutions completed.
- A capacity for 694 staff hours per inspector per year spent on censorship prosecutions.
- 100% of prosecution files submitted within six weeks of the completion of the investigation to either Crown Law or the Crown Solicitor.
- The following standards will be maintained to conduct prosecution:
 - ⌘ A maximum of 5% of cases dismissed where prima facie case not established.
 - ⌘ A maximum of 5% of cases received 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 (Sections 123, 124, 131 offences).

²¹ The number and complexity of investigations is difficult to predict and depends on results of inspections and complaints or other information received

²² A breakdown of the types of cases will be supplied, 80% of which are expected to involve the trade and possession on objectionable material.

Performance targets for *Gaming Licensing* are:

	Target	Range
Prize competitions licences issued	20	15 to 25
Housie licences issued	905	855 to 955
Lottery licences	750	700 to 800
Other game of chance licences issued	130	105 to 155
Society applications for gaming machine licences:		
■ New applicants	20	15 to 25
■ Amendments	700	600 to 800
■ Annual renewals	950	850 to 1,050
■ Casino employee approvals	650	550 to 750

- 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 issued within timeframes set out in the 1999/2000 Business Plan.

Performance targets for *Provision of Advice*²³ are:

- 1,325 hours of staff time allocated to the provision of advice relating to the application of gaming law; the advice being provided from a centralised Gaming Licensing Office in Wellington between 8.30am and 5.00pm Monday to Friday (inclusive).
- 85% of requests for advice answered within agreed timeframe of:
 - ⚡ no more than ten working days for written requests
 - ⚡ no more than two working days for verbal requests.
- 95% of complaints (which are kept in a complaints register) acted on within 5 working days of receipt of complaint.

Performance targets for *Provision of Operational Policy and Licence Conditions*²⁴ are:

- Capacity for an estimated 1,600 hours of staff time allocated to the development of licence conditions and departmental operational policies.
- All operational policy and licence conditions meet criteria as specified in the Gaming & Censorship Regulation's 1999/2000 Business Plan.

²³ The number and complexity of requests for advice that do not result in the production of a licence is difficult to predict. The assessments set out above are based on information obtained from staff time recording data

²⁴ This is a new output. Current legislation does not provide for a detailed regulatory regime for the operation of gaming activities (except housie). Other gaming activities, including gaming machines, are therefore regulated largely in terms of licence conditions and Departmental operational policies, which are developed by operational policy advisers working on gaming licensing. Because operational policy is developed in response to client demands, it is difficult to assess the amount of time that will be spent on this output.

Performance targets for *Gaming Audits* are:

- Based on historical trends, the following are forecasted for completion:
 - ⌘ 100 gaming machines society audits completed.
 - ⌘ 100 gaming machines sites audits completed.
 - ⌘ 30 housie sites audits completed.
 - ⌘ 10 other sites audits completed.
- A capacity for 9,000 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 Gaming & Censorship Regulation's 1999/2000 Business Plan.
- 100% of other audits completed in accordance with criteria specified in the Gaming & Censorship Regulation's 1999/2000 Business Plan.

Performance targets for *Gaming Investigations* are:

- Based on historical trends, the following are forecasted for completion:
 - ⌘ 100 gaming machine investigations completed.
 - ⌘ 50 housie investigations completed.
 - ⌘ 10 other investigations completed.
- A capacity for 7,200 hours of staff time spent on gaming investigations.
- 100% of investigations complied with legal requirements.

Performance targets for *Gaming Prosecutions*²⁵ are:

- Based on historical trends, the following are forecasted for completion:
 - ⌘ 2 gaming machine prosecutions completed.
 - 5 housie prosecutions completed.
 - ⌘ 2 other prosecutions completed.
- A capacity for 1,800 hours of staff time spent on gaming prosecutions.
- 100% of all dates set by Court are met and complied with by the Department.
- A maximum of 5% of cases dismissed where *prima facie* is not established.
- A maximum of 5% of cases received adverse judicial comments on prosecution case or preceding investigation process.

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; which includes the following priority project:
 - ⌘ Review of Gaming Licensing Fees and relevant legislation (including subordinate legislation).
- Policy advice is provided within the funded level of policy capacity for each policy output, respond in a timely manner with relevant briefings on all significant policy issues which arise during the year; provide briefings, advice, Cabinet papers and speech notes as required; provide support for the Minister of Internal Affairs as required in Cabinet Committees, Select Committees and in the House.
- Ministerial satisfaction for coverage and timelines of the policy advice rated at 8 or greater on a scale of 1 to 9, where 1 is "very poor" and 9 is "outstanding",

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

the assessment mechanism being a half yearly survey of the Minister of Internal Affairs.

- All policy advice meets agreed timeframes.
- Policy advice shall be provided in accordance with agreed policy quality criteria set out in the Department's Vote Internal Affairs Purchase Agreement for 1999/2000.
- All policy advice will be provided in accordance with the quality assurance system for policy advice.
- Ministerial satisfaction for quality of the policy advice rated at 8 or greater on a scale of 1 to 9, where 1 is "very poor" and 9 is "outstanding", the assessment mechanism being a half yearly survey.

Cost

This output class will be provided within the appropriated sum of \$8.258 million including GST. The GST-exclusive amount of \$7.299 million will be funded by Revenue Crown of \$1.237 million and estimated revenue from third parties of \$6.431 million.

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

	<i>1999/00 Forecast \$ million</i>	<i>1998/99 Budgeted \$ million</i>
Casino Audits	1.761	1.761
Casino Investigations	0.440	0.476
Censorship Inspections	0.277	-
Censorship Investigations	0.277	0.560
Censorship Prosecutions	0.277	0.271
Gaming Licensing	1.979	2.366
Provision of Advice	0.110	-
Provision of Operational Policy and Licence Conditions	0.150	-
Gaming Audits	0.947	0.740
Gaming Investigations	0.757	1.066
Gaming Prosecutions	0.189	0.088
Gaming Regulatory Policy Advice	0.135	-
Total excluding GST	7.299	7.328
GST	0.959	0.962
Total appropriation for the output class	8.258	8.290

OUTPUT CLASS D8 - 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
- the assessment of applications for and issuing of New Zealand passports and other travel documents
- the assessment of applications for grants of citizenship
- registrations and confirmations 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
- the 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 involves the provision of draft replies to correspondence, including Official Information Act requests and Ombudsman's 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
Applications for grants of citizenship		19,000 to 23,000
Applications for registration of citizenship by descent		5,000 to 6,000
Applications for certificates of citizenship status		2,000 to 2,500

- 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 complete 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
Standard passports		227,000 to 266,000
Urgent passports		24,000 to 30,000
Other travel documents		6,000 to 10,000

- 100% of passport documents issued without error.
- 100% of urgent passports and other urgent travel documentation, issued within three working days of receipt of a complete application.
- 100% of non-urgent passports issued within 10 working days of receipt of a complete application.

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

	Target	Range
Birth registration		56,000 to 62,000
Death registration		27,000 to 30,500
Marriage registration		20,000 to 22,500
Births, Deaths and Marriages access certificates issued		245,000 to 273,000
Micrographics ²⁶ issued		50,000 to 58,000

- 100% of birth, death and marriage certificates issued without error.
- 99% of birth, death and marriage information registered without error.
- 95% of death registrations completed within three working days from receipt of a properly completed notification or application form.
- 95% of birth and marriage registrations completed within four working days from receipt of a properly completed notification or application form.
- Applications for certificates processed:
 - ⌘ 95% of applications received at district office counter one working day
 - ⌘ 95% of applications received *by mail* at district office two working days
 - ⌘ 95% of applications received at central registry counter three working days
 - ⌘ 95% of applications received *by mail* at central registry eight working days
- 100% of applications for computer-based certificates received *by 3.00 p.m.* will be processed on the same working day.
- 100% of applications for computer-based certificates that are received *after 3.00 p.m.* will be processed the next working day.
- 95% of documents issued from micrographic retrieval system produced within eight working days.

Performance targets for *Authentication Services* are:

- An estimated 1,700 to 1,800 authentication of documents completed.
- 99% of documents authenticated without error.
- 95% of documents submitted for authentication processed within five working days.

²⁶ 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 by people researching family history, because it is cheaper than a certificate and it shows the actual information as registered, which includes signatures of parties where provision for this existed.

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; including the following priority project:
 - ✂ Complete the Review of Citizenship Act 1977 by 30 June 2000.
- Within the current resource allocation, a level of coverage offered which provided a timely response on all significant policy issues which arise. This included: briefings, advice, Cabinet papers and speech notes, support for the Minister of Internal Affairs as required in Cabinet Committees, Select Committees and in the House.
- Ministerial satisfaction with the coverage and the timeliness of policy advice rated at 8 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”, the assessment mechanism being a half yearly survey.
- Policy advice shall be provided in accordance with agreed policy quality criteria set out in the Department’s Vote Internal Affairs Purchase Agreement for 1999/2000.
- Ministerial satisfaction with the quality of policy advice is rated at 8 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”, the assessment mechanism being a half yearly survey.

Performance targets for *Ministerial Correspondence and Questions* are:

- An estimated 160 to 200 draft replies to Ministerial correspondence on all items drafted as required.
- An estimated 0 to 10 responses to Official Information Act requests and Ombudsman enquiries on all items responded to as required.
- An estimated 15 to 25 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.
- 100% of draft responses to Official Information Act requests and Ombudsman’s enquiries returned to the Minister’s office for signature, two days prior to the statutory deadline for reply.
- All draft replies to Parliamentary Questions completed within the time frames specified by the Minister.
- At least 95% of first versions of replies to Ministerial correspondence, Official Information Act requests, Ombudsman’s requests and Parliamentary Questions accepted by the Minister.

Cost

This output class will be provided within the appropriated sum of \$36.043 million including GST. The GST-exclusive amount of \$31.598 million will be funded by Revenue Crown of \$1.846 million and estimated revenue from third parties of \$33.712 million.

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

	<i>1999/00</i>	<i>1998/99</i>
	<i>Forecast</i>	<i>Budgeted</i>
	<i>\$ million</i>	<i>\$ million</i>
Citizenship	5.942	7.740
Passports	14.860	16.217
Births, Deaths and Marriages Registration	10.315	10.496
Authentication Services	0.094	0.111
Identity Services Policy	0.387	0.487
Total excluding GST	<u>31.598</u>	<u>35.051</u>
GST	4.445	5.013
Total appropriation for the output class	<u>36.043</u>	<u>40.064</u>

OUTPUT CLASS D9 - POLICY ADVICE (INTERNAL AFFAIRS)

Description

This class of outputs involves policy advice and Ministerial services.

Policy advice includes the provision of advice and information on matters relating to: gaming and censorship policy, fire and building policy, heritage and constitutional policy, community development and ethnic affairs policy 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 involves the provision of draft replies to correspondence, including Official Information Act requests and Ombudsman's 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 completed as agreed between the Minister of Internal Affairs and the Chief Executive, or as amended by agreement during the year; including the following priority projects under each policy output:

Gaming and Censorship Policy Advice

- Implementation of the Gaming Law Reform Bill.

Fire and Building Policy Advice

- Completion of the Review of Fire Service Funding.
- Building Amendment (Dam Safety) Bill.
- Review of the Building Act 1991.

Heritage and Constitutional Policy Advice

- Protection of Moveable Cultural Heritage Bill.
- Internal Affairs Antiquities Act Protocol with Ngati Awa.

Community Development and Ethnic Affairs Policy Advice

- Ethnic Affairs Policy Framework.

Advice on Crown Entity Performance and Governance

- Advice on Crown entities' governance, and performance against financial projections and performance indicators.
 - Members of Crown entity boards and statutory bodies appointed as required, but estimated at 10 appointments per year.
 - Advice given on Crown Entities' strategic business plans, Statements of Intent and purchase agreements.
 - Advice given on ownership interests, financial viability and value.
- Within the current resource allocation, a level of coverage offered to provide a timely response on all significant policy issues which arise. These include: briefings, advice, Cabinet papers and speech notes, support for the Minister of

Internal Affairs as required in Cabinet Committees, Select Committees and in the House.

- Ministerial satisfaction with the coverage and the timeliness of the policy advice rated at 8 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”, the assessment mechanism being a half yearly survey.
- Policy advice provided in accordance with agreed policy quality criteria attached to the 1999/2000 Vote Internal Affairs Purchase Agreement.
- Ministerial satisfaction with the quality of policy advice rated at 8 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”, the assessment mechanism being a half yearly survey.
- All policy advice meets agreed timeframes.

Performance targets for *Ministerial Correspondence and Questions* are:

- An estimated range of 600 to 750 replies to Ministerial correspondence for all items drafted as required.
- An estimated range of 25 to 35 Official Information Act requests and Ombudsman’s enquiries for all items responded to as required.
- An estimated range of 300 to 450 answers to Parliamentary Questions for 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.
- 100% of draft responses to Official Information Act requests and Ombudsman’s enquiries returned to the Minister’s office for signature two days prior to the statutory deadline for reply.
- All draft replies to Parliamentary Questions completed within the time frames specified by the Minister.
- At least 95% of first versions of replies to Ministerial correspondence, Official Information Act requests, Ombudsman’s enquiries and Parliamentary Questions accepted by the Minister.

Cost

This output class will be provided within the appropriated sum of \$2.393 million including GST. The GST-exclusive amount of \$2.127 million will be solely funded by Revenue Crown.

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

	<i>1999/00</i>	<i>1998/99</i>
	<i>Forecast</i>	<i>Budgeted</i>
	<i>\$ million</i>	<i>\$ million</i>
Gaming and Censorship Policy Advice	0.388	0.647
Fire and Building Policy Advice	0.534	0.537
Heritage and Constitutional Policy Advice	0.401	0.267
Community Development & Ethnic Policy Advice	0.241	0.178
Advice on Crown Entity Performance & Governance	0.275	-
Ministerial Correspondence and Questions	0.288	0.290
Total excluding GST	2.127	1.919
GST	0.266	0.240
Total appropriation for the output class	2.393	2.159

OUTPUT CLASS D10 - COMMUNITY ADVISORY AND INFORMATION SERVICES

Description

This class of outputs involves services which include the provision of information and advisory 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

It also includes the provision of advice and information to the Government on the New Zealand Fire Service and New Zealand Fire Service Commission, the Building Industry Authority and the Building Act 1991.

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 33,000 to 39,000 hours. This amount will be measured through an annual activity survey of all staff with community group contact.
- 35 Community Project Worker agencies provided with project management advisory services
- 15 youth worker networks provided with facilitation and training advisory services.
- 90% of advisory services, assessed through a random audit against an internal control checklist, meet standards specified in internal quality service documentation.
- 85% of respondents to a customer satisfaction survey of advisory and information service clients rated advisory services at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”.
- 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 8,000 to 10,000 hours. This amount will be measured through an annual activity survey of all staff with community sector contact.
- A minimum of 12 updates made to the Community Net website.
- 500 (estimated range 400 to 600) Community Net e-mail and helpdesk enquiries responded to.
- Public access to the Funding Information Service database provided at 17 sites.
- 4 editions of Ethnic Link newsletter published and circulated.
- 11 editions of Rural Bulletin published and circulated in conjunction with the Ministry of Agriculture and Forestry.
- Access to information about government and local government services maintained through the *Blue Pages* published in 18 Telecom Regional Telephone Directories and a minimum of 50 updates made to *New Zealand Government Online* website.
- 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 advisory and information service clients will rate information services at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”.
- 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”. A random sample of the New Zealand population, aged 18 years and over, will be surveyed.
- 100% of logged customer service complaints are responded to within timeframes specified in internal quality service documentation.

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

- 10 (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.

Cost

This output class will be provided within the appropriated sum of \$5.839 million including GST. The GST-exclusive amount of \$5.189 million will be funded by Revenue Crown of \$4.480 million and estimated revenue from third parties of \$0.719 million.

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

	<i>1999/00 Forecast \$ million</i>	<i>1998/99 Budgeted \$ million</i>
Advisory Services to Community Groups	2.511	2.352
Information Services to the Community Sector	1.851	2.004
Government Information Services	0.630	0.650
Advisory and Information Services on Building Controls and Fire Service	0.197	0.229
Total excluding GST	5.189	5.235
GST	0.650	0.656
Total appropriation for the output class	5.839	5.891

OUTPUT CLASS D11 - VISITS AND CEREMONIAL SERVICES

Description

This class of outputs involves the provision of services relating to: 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.

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 criteria.

Performance targets for *Constitutional and Protocol Services* are:

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

Cost

This output class will be provided within the appropriated sum of \$2.190 million including GST. The GST-exclusive amount of \$1.947 million will be funded by Revenue Crown of \$1.937 million and estimated revenue from third parties of \$0.005 million.

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

	<i>1999/00</i>	<i>1998/99</i>
	<i>Forecast</i>	<i>Budgeted</i>
	<i>\$ million</i>	<i>\$ million</i>
VIP Coordination	1.551	1.674
Commemorative and Official Events Coordination	0.224	0.209
Constitutional and Protocol Services	0.172	0.168
Total excluding GST	1.947	2.051
GST	0.243	0.256
Total appropriation for the output class	2.190	2.307

OUTPUT CLASS D12 - TRANSPORT SERVICES

Description

This class of outputs involves the provision of chauffeur-driven vehicle services principally for Ministers, the Leader of the Opposition, former Governors-General and Prime Ministers and their widows, the Judiciary, distinguished visitors, and chief executives of departments and ministries. Services also include the provision of self-drive vehicles, principally for Ministers.

Quantity, Quality and Timeliness

Performance targets for *Transport Services* are:

- 100% of requests for transport services to be provided are met.
- No more than one complaint received for every 1,500 vehicle hires.
- Ministerial satisfaction rating for transport services is an average of 8 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”; the assessment method being an annual Ministerial satisfaction survey, and the average taken from those who respond.

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 solely funded by revenue from third parties.

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

	<i>1999/00</i>	<i>1998/99</i>
	<i>Forecast</i>	<i>Budgeted</i>
	<i>\$ million</i>	<i>\$ million</i>
Transport Services	5.256	5.057
Total excluding GST	5.256	5.057
GST	0.657	0.657
Total appropriation for the output class	5.913	5.714

OUTPUT CLASS D13 - TRANSLATION SERVICES

*(Mode B Net)***Description**

This class of outputs 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.
- 100% 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 1 to 9, 1 is “very poor” and 9 is “outstanding”.

Cost

Appropriation is for a Mode B Net operation. Expenses will not exceed actual revenue. The estimated revenue from third parties is \$0.437 million (GST-exclusive).

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

	<u>1999/00</u> <i>Forecast</i> <i>\$ million</i>	<u>1998/99</u> <i>Budgeted</i> <i>\$ million</i>
Translation Services	0.437	0.500
Total excluding GST	0.437	0.500
GST	0.055	0.063
Total appropriation for the output class	0.492	0.563

Vote Civil Defence

OUTPUT CLASS D1 - POLICY ADVICE (CIVIL DEFENCE)

Description

This class of outputs involves the provision of strategic policy development and advice on emergency management. This output class also includes:

- The drafting of replies to Ministerial correspondence, Parliamentary Questions, Official Information Act requests and Ombudsman enquiries, and the preparation of briefing and speech notes.
- Planning for the transfer of disaster recovery functions (currently performed by the Department of Prime Minister and Cabinet) to the new Ministry.

Quantity, Quality and Timeliness

Performance targets for *Civil Defence Policy Advice* are:

- Completion of the Policy Work Programme as agreed between the Minister of Civil Defence and the Director of Emergency Management and Civil Defence, 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 coverage and the timeliness of the policy advice rated at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”, the assessment mechanism being a quarterly survey.
- Policy advice provided in accordance with agreed policy quality criteria set out in the Vote Civil Defence Purchase Agreement for 1999/2000.
- Ministerial satisfaction for quality of policy advice rated at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”, the assessment mechanism being a quarterly survey.
- 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 25 to 35 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.
- ⌘ 95% 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 \$1.571 million including GST. The GST-exclusive amount of \$1.396 million will be solely funded by Revenue Crown.

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

	<u>1999/00</u>	<u>1998/99</u>
	<i>Forecast</i>	<i>Budgeted</i>
	<i>\$ million</i>	<i>\$ million</i>
Civil Defence Policy Advice	1.353	1.185
Ministerial Correspondence and Questions	0.043	0.021
Total excluding GST	1.396	1.206
GST	0.175	0.151
Total appropriation for the output class	1.571	1.357

OUTPUT CLASS D2 - SUPPORT SERVICES, INFORMATION AND EDUCATION

Description

This output class involves services relating to the provision of advice, assistance, and information to the emergency management sector, and the development of risk-based emergency management models and frameworks.

Quantity, Quality and Timeliness

Performance targets for *Emergency Sector Support Services* are:

- An estimated 500 visits, meetings, and phone discussions providing advice and assistance on emergency management completed.
- A statement of strategic direction for the emergency management sector developed and circulated to the sector for comment by 30 June 2000.
- A document *Best Practice Guideline for Emergency Management* developed and circulated to the sector for comment by 30 June 2000.
- Criteria for future evaluation of risk-based emergency management developed and circulated to the sector for comment by 30 June 2000.
- A minimum of 80% of users who respond to a satisfaction survey, rate the quality and timeliness of the emergency management advice and assistance services at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”.

Performance targets for *Community Information* are:

- One issue of 5,000 copies of the magazine *Tephra* produced and distributed by 30 June 2000.
- At least 12 items of community information resources produced and distributed by 30 June 2000.
- At least 12 updates on the Civil Defence 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 of *Tephra* at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”.

Performance targets for *Professional Development* are:

- A Memorandum of Understanding (MOU) between the Ministry and key agencies on relevant qualifications, professional development programmes, and delivery mechanisms developed and agreed by 30 June 2000.
- A document *Guideline for Curriculum Development* researched, developed and distributed by 30 June 2000.

Cost

This output class will be provided within the appropriated sum of \$2.820 million including GST. The GST-exclusive amount of \$2.507 million will be solely funded by Revenue Crown.

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

	<i>1999/00</i>	<i>1998/99</i>
	<i>Forecast</i>	<i>Budgeted</i>
	<i>\$ million</i>	<i>\$ million</i>
Emergency Sector Support Services	1.720	2.068
Community Information	0.505	0.598
Professional Development	0.282	0.259
Total excluding GST	2.507	2.925
GST	0.313	0.366
Total appropriation for the output class	2.820	3.291

OUTPUT CLASS D3 - MANAGEMENT OF NATIONAL EMERGENCY READINESS, RESPONSE AND RECOVERY

Description

This output class involves the provision and management of national level capability to monitor and deal with events which may lead to emergencies, and to manage the response to and recovery from emergencies that are outside the scope of local emergency management organisations.

Quantity, Quality and Timeliness

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

- A national operations framework developed and distributed for comment within the emergency management sector.
- The National Civil Defence Plan maintained in accordance with the timetable agreed in the Plan.
- Mutual agreements with at least two national lifeline organisations and emergency services organisations negotiated and in place by 30 June 2000.
- The following systems tests completed:
 - ⌘ alternate communications tested weekly;
 - ⌘ call-out procedures tested monthly;
 - ⌘ national warning systems 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 *Monitoring of Emergency Events* are:

- 220 (the estimated range is 190 to 270) civil defence 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 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”.

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

- Central government response managed as required to 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 and recommendations provided to the Minister within 24 hours after the declaration of a Civil Defence emergency.
- Ministerial satisfaction with the quality and timeliness of briefings and recommendations rated at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”.
- A minimum of 80% of local authorities who respond to a satisfaction survey, rate the quality, timing and effectiveness of the central government response to emergency events at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 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 development and implementation of recovery strategies as appropriate on behalf of the Minister
- ⌘ the administration of additional funds disbursed
- ⌘ the appointment of disaster recovery coordinators.
- 100% of the above activity managed in accordance with criteria outlined in the National Civil Defence Plan.
- Ministerial satisfaction with quality, coverage and timeliness of recovery management services rated at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”.
- A minimum of 80% of local authorities who respond to a client satisfaction survey, rate the quality, timing and effectiveness of the management of central Government activity in regard to recovery from emergency events at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”.

Cost

This output class will be provided within the appropriated sum of \$0.934 million including GST. The GST-exclusive amount of \$0.830 million will be solely funded by Revenue Crown.

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

	<i>1999/00 Forecast \$ million</i>	<i>1998/99 Budgeted \$ million</i>
Management of Readiness for National Emergencies	0.315	0.336
Monitoring of Emergency Events	0.373	1.003
Management of Central Government Response	0.103	0.079
Management of Recovery Support	0.039	0.007
Total excluding GST	0.830	1.425
GST	0.104	0.178
Total appropriation for the output class	0.934	1.603

Vote Local Government

OUTPUT CLASS D1 - POLICY ADVICE (LOCAL GOVERNMENT)

Description

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

Policy advice includes:

- provision of advice and information on local government issues and the functioning of the Local Government Commission.
- 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, the Internal Affairs and Local Government Select Committee, and in the House.

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

Quantity, Quality, and Timeliness

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 and includes the following priority projects:
 - ⌘ Local Government Funding Powers Review.
 - ⌘ Contribution to Water, Wastewater and Stormwater Review.
 - ⌘ Review of the basis of Elected Members' Remuneration.
 - ⌘ Local and Members' Bills.
- Policy advice provided in accordance with agreed policy quality criteria set out the Department's Vote Local Government Purchase Agreement for 1999/2000.
- All policy advice provided in accordance with agreed quality assurance system for policy advice.
- Ministerial satisfaction with quality of policy advice rated at 8 or greater on a scale of 1 to 9, where 1 is "very poor" and 9 is "outstanding", the assessment mechanism being a half yearly survey.
- Within the current resource allocation, a level of coverage offered to provide a timely response on all significant policy issues which arise. This includes: briefings, advice, Cabinet papers and speech notes, support for the Minister of Local Government as required in Cabinet Committees, Select Committees and in the House.
- Ministerial satisfaction with the coverage and the timeliness of the policy advice rated at 8 or greater on a scale of 1 to 9, where 1 is "very poor" and 9 is "outstanding", the assessment mechanism being a half yearly survey.
- All policy advice met agreed timeframes.

Performance targets for *Ministerial Correspondence and Questions* are:

Ministerial Correspondence and Questions

- An estimated range of 500 to 700 replies to Ministerial correspondence for all items drafted as required.
- An estimated range of 5 to 15 responses to Official Information Act requests and Ombudsman's enquiries responded to on all items required.
- An estimated range is 40 to 60 answers to Parliamentary Questions drafted for all items as required.
- At least 95% of first versions of replies to Ministerial correspondence, Official Information Act requests, Ombudsman's 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.
- 100% of draft responses to Official Information Act requests and Ombudsman's enquiries returned to the Minister's office for signature two days prior to the statutory deadline for reply.
- All draft replies to Parliamentary Questions completed within the time frames specified by the Minister.

Cost

This output class will be provided within the appropriated sum of \$1.746 million including GST. The GST-exclusive amount of \$1.552 million will be solely funded by Revenue Crown.

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

	<i>1999/00</i>	<i>1998/99</i>
	<i>Forecast</i>	<i>Budgeted</i>
	<i>\$ million</i>	<i>\$ million</i>
Local Government Policy Advice	1.396	1.664
Ministerial Correspondence and Questions	0.156	0.171
Total excluding GST	1.552	1.835
GST	0.194	0.229
Total appropriation for the output class	1.746	2.064

OUTPUT CLASS D2 - INFORMATION, SUPPORT AND REGULATORY SERVICES (LOCAL GOVERNMENT)

Description

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

- 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
- provision for 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 4 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 business plan.

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

- 98% of advice and information provided within deadlines and standards as detailed in the Local Government Services business plan.
- 100% of the statutory duties of the Chief Executive Officer carried according to statutory requirements.

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 business plan.
- 100% of regulatory services (as listed in the Local Government services business plan) provided in accordance with the Harbours Act and associated Acts and regulations.
- A minimum of 95% of successful prosecutions taken against lake users identified as contravening the Harbours Act and associated Acts and regulations.

Cost

This output class will be provided within the appropriated sum of \$1.748 million including GST. The GST-exclusive amount of \$1.554 million will be funded by Revenue Crown of \$1.287 million and estimated revenue from third parties of \$0.267 million.

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

	<i>1999/00</i>	<i>1998/99</i>
	<i>Forecast</i>	<i>Budgeted</i>
	<i>\$ million</i>	<i>\$ million</i>
Information, Advisory and Regulatory Services	0.452	0.484
Information, Advisory and Support Services to the Local Government Commission	0.635	0.622
Regulatory and Boating Services for Lake Taupo Operations	0.467	0.445
Total excluding GST	1.554	1.551
GST	0.194	0.194
Total appropriation for the output class	1.748	1.745

Vote Millennium

OUTPUT CLASS D1 -ADMINISTRATIVE AND ADVISORY SERVICES

Description

This class of outputs involves the provision of advice and services which include:

- clerical, advisory and accounting services provided to the Towards 2000 Taskforce
- advisory and information services relating to the distribution of Government funding and delivery of the Official Millennium Celebrations Programme
- services provided to the New Zealand 2000 Team of Ministers.

Quantity, Quality, and Timeliness

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

- The Official Millennium Celebrations Programme developed for approval by the New Zealand 2000 Team of Ministers and signed off by 31 December 1999.
- 100% of application and grants for the Official Millennium Dawn Programme, for specific dawn events on Chatham Islands, Mt Hikurangi, and Gisborne, processed by 31 October 1999.
- 100% of funding applications processed within 15 working days of receipt of completed applications.
- Where an application is approved, client agreement negotiations commenced within 15 working days.
- Payment of initial instalment made within 10 working days upon receipt of completed client agreement.
- 95% monitoring and tracking programme of the Official Millennium Dawn Programme completed.
- 100% of an estimated 5,000 requests for information responded to within five working days.
- A risk assessed sample of 20% of organisations that have received funding (the total maximum sample being 40), audited for correct use of funding, completed in accordance with specified and published criteria.

Cost

This output class will be provided within the appropriated sum of \$0.628 million including GST. The GST-exclusive amount of \$0.558 million will be solely funded by Revenue Crown.

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

	<i>1999/00</i>	<i>1998/99</i>
	<i>Forecast</i>	<i>Budgeted</i>
	<i>\$ million</i>	<i>\$ million</i>
Administrative and Advisory Support Services	0.558	0.435
Total excluding GST	0.558	0.435
GST	0.070	0.054
Total appropriation for the output class	0.628	0.489

OUTPUT CLASS D2 - MARKETING PROGRAMME

Description

This output class involves the marketing, branding and advertising of the New Zealand Millennium Celebrations and the “*First to the Future*” Brand.

Promotion of the Millennium Celebrations will stimulate public support for, and participation in, the Celebrations Programme. It will also engage national and international media interest and coverage in the Millennium Celebrations in a way that supports our tourism and trade objectives, and highlights New Zealand’s culture and sports. High profile major events will be supported to assist in this promotion.

The heightened national and international interest will elevate recognition of New Zealand’s tourism, trade, sports and cultural values and the “*First to the Future*” Brand identity. Development of the “*First to the Future*” Brand will capture the essence of “*Brand New Zealand*”.

Private sector partnerships will be explored and encouraged to leverage the overall results.

Activities under this output class:

- Promotion of New Zealand’s Millennium Celebrations Programme nationally and internationally, principally via television and the Internet.
- Promotion of the “*First to the Future*” Brand nationally, principally via television, the Internet and merchandising.
- Promotion of “*Brand New Zealand*” internationally, principally via television, the Internet, and partnerships with the New Zealand Tourism Board, Trade New Zealand and New Zealand Way.
- Development of the “*First to the Future*” Brand and essence of “*Brand New Zealand*”.
- Implementation of a Brand Management program for the “*First to the Future*” Brand.
- Support and sponsorship of the Olympic Torch Relay event to leverage the tourism and trade associations of the Sydney 2000 Olympics and promote the Millennium Celebrations and “*First to the Future*” Brand.
- Support and sponsorship of the America’s Cup regatta to leverage the tourism and trade associations and promote the Millennium Celebrations.

Quantity, Quality, and Timeliness

Performance targets for *Marketing Programme*:

- Market research surveys show a 30% increase in the awareness and acceptance of “*First to the Future*” brand positioning among New Zealanders.
- Market research surveys show a 15% positive acceptance of brand values.

Cost

This output class will be provided within the appropriated sum of \$0.890 million including GST. The GST-exclusive amount of \$0.791 million will be solely funded by Revenue Crown.

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

	<i>1999/00</i>	<i>1998/99</i>
	<i>Forecast</i>	<i>Budgeted</i>
	<i>\$ million</i>	<i>\$ million</i>
Marketing Programme	0.791	2.116
Total excluding GST	0.791	2.116
GST	0.099	0.265
Total appropriation for the output class	0.890	2.381

Vote Racing

OUTPUT CLASS D1 - POLICY ADVICE (RACING)

Description

This class of outputs involves the provision of The Minister for Racing will purchase policy advice and Ministerial services.

Policy advice involves the provision of advice and information on matters relating to racing 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 involves the provision of draft replies to correspondence, including Official Information Act requests and Ombudsman's enquiries, 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; including the following priority project:
 - ⌘ Between 15 and 25 days allocated to a review of racing industry structure.
- Policy advice provided in accordance with agreed policy quality criteria set out in the Department's Vote Racing Purchase Agreement for 1999/2000.
- All policy advice provided in accordance with the quality assurance system for policy advice.
- Ministerial satisfaction with the quality of policy advice rated at 8 or greater on a scale of 1 to 9, where 1 is "very poor" and 9 is "outstanding", the assessment mechanism being a half yearly survey.
- Within the current resource allocation offer a level of coverage offered which provided a timely response on all significant policy issues which arise. This included briefings, advice, Cabinet papers and speech notes, support for the Minister of Racing as required in Cabinet Committees, Select Committees and in the House.
- Ministerial satisfaction with the coverage and the timeliness of the policy advice rated at 8 or greater on a scale of 1 to 9, where 1 is "very poor" and 9 is "outstanding", the assessment mechanism being a half yearly survey.
- All policy advice met agreed timeframes.

Performance targets for *Ministerial Correspondence and Questions* are:

- An estimated range of 90 to 110 replies to Ministerial correspondence drafted for all items as required.
- An estimated range of 0 to 10 Official Information Act requests and Ombudsman's enquiries responded to for all items as required.
- An estimated range of 25 to 35 answers to Parliamentary Questions drafted for all items as required.
- At least 95% of first versions of replies to Ministerial correspondence, Official Information Act requests, Ombudsman's 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.
- 100% of draft responses to Official Information Act requests and Ombudsman's enquiries returned to the Minister's office for signature, two days prior to the statutory deadline for reply.
- All draft replies to Parliamentary Questions completed within the time frames specified by the Minister.

Cost

This output class will be provided within the appropriated sum of \$0.138 million including GST. The GST-exclusive amount of \$0.123 million will be solely funded by Revenue Crown.

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

	<i>1999/00</i>	<i>1998/99</i>
	<i>Forecast</i>	<i>Budgeted</i>
	<i>\$ million</i>	<i>\$ million</i>
Racing Policy Advice	0.086	0.094
Ministerial Correspondence and Questions	0.037	0.029
Total excluding GST	<u>0.123</u>	<u>0.123</u>
GST	0.015	0.015
Total appropriation for the output class	<u>0.138</u>	<u>0.138</u>

Vote Sport, Fitness and Leisure

OUTPUT CLASS D1 - POLICY ADVICE (SPORT, FITNESS AND LEISURE)

Description

This class of outputs 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.

It also includes Ministerial services.

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 1999/2000 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 including these key projects in 1999/2000:
 - ⌘ The America's Cup.
 - ⌘ High performance sports funding.
 - ⌘ Physical activity Policy.
- 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 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:

- An estimated 80 to 100 replies to Ministerial correspondence and Parliamentary Questions drafted.
- 100% of replies to Ministerial correspondence submitted to the Minister within 7 working days, and priority replies within 5 working days.
- 95% of first drafts and answers to Parliamentary Questions accepted by the Minister.

Cost

This output class will be provided within the appropriated sum of \$0.280 million including GST. The GST-exclusive amount of \$0.249 million will be solely funded by Revenue Crown.

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

	<i>1999/00 Forecast \$ million</i>	<i>1998/99 Budgeted \$ million</i>
Sport, Fitness and Leisure Policy Advice	0.223	0.223
Ministerial Correspondence and Questions	0.026	0.026
Total excluding GST	0.249	0.249
GST	0.031	0.031
Total appropriation for the output class	0.280	0.280

Vote Tourism

OUTPUT CLASS D1 - POLICY ADVICE (TOURISM)

Description

This class of outputs 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 *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 1999/2000 will include the development of a Research and Forecasting Council, charges or taxes on tourism and performance monitoring of the NZTB.

The Minister also expects the OTSP to provide 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.

The Minister expects policy papers to have 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 or grammatical errors.

Performance targets for *Ministerial Correspondence and Questions* are:

- Number of replies to Ministerial correspondence and Parliamentary Questions is estimated at 190 to 230.
- Percentage of replies to Ministerial correspondence submitted to the Minister by agreed time: 100% within 7 working days, and priority replies within 5 working days.
- Percentage of first drafts and answers to Parliamentary Questions accepted by the Minister: 95 %.

Cost

This output class will be provided within the appropriated sum of \$1.978 million including GST. The GST-exclusive amount of 1.758 million will be solely funded by Revenue Crown.

	<i>1999/00</i>	<i>1998/99</i>
	<i>Forecast</i>	<i>Budgeted</i>
	<i>\$ million</i>	<i>\$ million</i>
Tourism Policy Advice	1.758	1.047
Total excluding GST	1.758	1.047
GST	0.220	0.131
Total appropriation for the output class	1.978	1.178

OUTPUT CLASS D2 - WAIRAKEI TOURIST PARK: DEVELOPMENT AND MANAGEMENT

Description

This class of outputs involves maintenance of the Wairakei 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

The performance measures shown below are those for the 1999/00 Estimates.

Performance Measures	1999/00 Performance Standards
<i>Quantity</i>	
Forest	584 hectares pine 92 hectares other species
Farmland	92 hectares leased for grazing
Infrastructure	One jetty, one viewing platform, one administration building, roads and tracks over 70 hectares of land
Tourism operator concessions	10-15 existing agreements are managed
<i>Quality</i>	
Forestry revenue is maximised on a long term basis within the constraint of operating the Park as a tourism and recreation facility.	Revenue target is met.
Concession agreements are managed and all rentals and concessions collected as specified in the individual agreements.	All rentals and concessions collected as due.
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.
Relationships with iwi and key stakeholders are developed and maintained.	Appropriate steps taken or processes put in place to address issues raised by stakeholders or other parties.
Compliance with by-laws, Resource Management Act 1991 and other relevant legislation.	Full compliance is achieved.
Concessionaire developments to comply with environmental policy guidelines.	Full compliance is achieved.
Risks to the Crown are identified and appropriate action is taken to minimise these risks.	Risk management programmes are fully executed and current.

Cost

This output class will be provided within the appropriated sum of \$1.327 million including GST. The GST-exclusive amount of \$1.179 million will be solely funded by Revenue Crown.

	<i>1999/00</i>	<i>1998/99</i>
	<i>Forecast</i>	<i>Budgeted</i>
	<i>\$ million</i>	<i>\$ million</i>
Wairakei Tourist Park: Development and Management	1.179	1.408
Total excluding GST	1.179	1.408
GST	0.148	0.176
Total appropriation for the output class	1.327	1.584

PART C - ADDITIONAL INFORMATION

1. POLICY ADVICE QUALITY

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, the following quality parameters be met by policy advice outputs.

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 factually (including 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.

2. MANAGEMENT OF QUALITY

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

- the promulgation 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; and
- regular formal and informal client review.

Note

A large part of the Department's policy advice requires the co-operation of other Government agencies and is determined by the priorities and timetables of Cabinet and its Committees. The Departmental performance in terms of the standards may be affected by these factors which are outside its control. These factors will be included in the assessment process and acknowledged when they have impacted on performance.

3. DEFINITIONS

Please note that the definitions given below are related to the performance of Output Class D10 - Community Advisory and Information Services only. They do not apply in any way to any other Output Classes described in this Departmental Forecast Report.

Advisory Services 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 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.

4. 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.

5. RELATED PARTIES

The Department of Internal Affairs is a government department and wholly owned entity of the Crown. 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.

6. YEAR 2000 COMPUTER ISSUE

The Department has put in place a comprehensive plan for ensuring Year 2000 (Y2K) compliance, based on a risk management approach to business continuity. The plan is for all essential systems to be compliant by mid-1999.

The Department's most critical systems, in terms of customer impact, are:

- the system used by Identity Services to issue passports
- the MINIT system which provides computer services to Ministers' offices
- the operations system for VIP Transport.

In addition, Emergency Management and Civil Defence has a special responsibility for any civil emergency created by the Y2K problem.

A Department wide inventory has been compiled, remediation is on track, business continuity plans are being developed, and critical suppliers have been contacted.

The cost for Y2K specific changes is currently estimated at \$1.768 million.

7. DISCONTINUED ACTIVITIES

The following activities have been discontinued in the year 1999/2000:

Departmental Output Class D5 - Property Management.

From 1 July, activities relating to supply of plaques and headstones for deceased ex-service persons in Services' cemeteries and public cemeteries, and maintenance of Services' Cemeteries has transferred to Vote Veterans' Affairs - Defence. The revenue and expenses associated with these activities are:

	1998/99
	\$000 (GST exclusive)
	<i>D5</i>
Revenue Crown	274
Revenue from Third Parties	370
Expenses	644
Surplus/(Deficit)	0