

Performance Information for Appropriations

Vote Internal Affairs

MINISTER(S) RESPONSIBLE FOR APPROPRIATIONS: Minister for Ethnic Affairs (M30), Minister of Internal Affairs (M41)

ADMINISTERING DEPARTMENT: Department of Internal Affairs

MINISTER RESPONSIBLE FOR DEPARTMENT OF INTERNAL AFFAIRS: Minister of Internal Affairs

Part 1 - Summary of the Vote

Part 1.1 - Overview of the Vote

The Minister of Internal Affairs and the Minister for Ethnic Affairs are responsible for appropriations in the Vote for the 2010/11 financial year covering the following:

Departmental Appropriations

- A total of \$1.535 million (1% of total departmental appropriations in this Vote) for supervisory functions carried out in respect of reporting entities for which the Department of Internal Affairs is the relevant supervisor under the Anti-Money Laundering and Countering Financing of Terrorism Act.
- A total of \$908,000 (1% of total departmental appropriations in this Vote) for contestable services, including the provision of translation and other language services to government agencies and the public, and support services to government agencies.
- A total of \$11.587 million (7% of total departmental appropriations in this Vote) for the development, deployment and operation of technology services across the State sector.
- A total of \$104.841 million (66% of total departmental appropriations in this Vote) for identity services including issuing New Zealand passports, processing citizenship applications and the registration of and access to records of births, deaths, marriages and civil unions.
- A total of \$3.018 million (2% of total departmental appropriations in this Vote) for information, advisory support services to commissions of inquiry and similar bodies, provision of the New Zealand Gazette and the authentication of official documents.
- A total of \$4.145 million (3% of total departmental appropriations in this Vote) for policy advice relating to gaming, censorship, fire, identity, public inquiries, daylight saving and the Significant Community Based Projects Fund; supporting the performance of and appointments to Crown entities; appointments to statutory bodies; and drafting ministerial correspondence and questions.
- A total of \$25.687 million (16% of total departmental appropriations in this Vote) for operational policy advice and services to regulate gambling activity; and to services to regulate objectionable material and unsolicited electronic messages.
- A total of \$5.982 million (4% of total departmental appropriations in this Vote) for services relating to ethnic affairs involving policy advice, provision of advisory and information services to ethnic communities, and management of the telephone interpreting service (Language Line).

Non-Departmental Appropriations

- A total of \$1.960 million for purchasing services from the Office of Film and Literature Classification for examination and classification of films, videos and publications (including digital material).
- A total of \$116,000 for services provided by the Office of the Privacy Commissioner in the development of on-line authentication services.
- A total of \$49,000 for Crown grants to a range of community organisations.

Details of these appropriations are set out in Parts 2-6 below.

Part 1.2 - High-Level Objectives of the Vote

Contribution of Appropriations to Government Priorities and Outcomes

Appropriations	Government Priorities	Government Outcomes
Anti-Money Laundering and Countering Financing Terrorism	Better public services Better regulation	Safer communities
Classification of Films, Videos and Publications	Better public services Better regulation	Safer communities
Contestable Services	Better public services	Improved State sector performance and better service experience
Government Technology Services	Economic growth Better public services	Improved State sector performance and better service experience
Identity Services	Economic growth Better public services	Improved State sector performance and better service experience New Zealand's approach to identity is trusted and well led
Miscellaneous Grants - Internal Affairs	Better public services	Strong, sustainable communities/hapū/iwi
Policy and Advisory Services: • Information and Advisory Services	Better public services	Improved State sector performance and better service experience
Policy and Advisory Services: • Policy Advice - Internal Affairs	Better public services Better regulation	Improved State sector performance and better service experience Safer communities Strong, sustainable communities/hapū/iwi
Regulatory Services	Better public services Better regulation	Improved State sector performance and better service experience Safer communities
Services for Ethnic Affairs	Economic growth Reduce New Zealand's vulnerability to adverse events Better public services	Improved State sector performance and better service experience Strong, sustainable communities/hapū/iwi

Part 1.3 - Trends in the Vote

Summary of Financial Activity

	2005/06	2006/07	2007/08	2008/09	2009/10		2010/11			2011/12	2012/13	2013/14
	Actual \$000	Actual \$000	Actual \$000	Actual \$000	Budgeted \$000	Estimated Actual \$000	Departmental Transactions Budget \$000	Non- Departmental Transactions Budget \$000	Total Budget \$000	Estimated \$000	Estimated \$000	Estimated \$000
Appropriations												
Output Expenses	122,719	134,985	127,003	127,538	156,460	149,802	157,703	2,076	159,779	161,852	168,879	183,659
Benefits and Other Unrequited Expenses	-	-	-	-	-	-	N/A	-	-	-	-	-
Borrowing Expenses	-	-	-	-	-	-	-	-	-	-	-	-
Other Expenses	200	78	378	554	386	356	-	49	49	49	49	49
Capital Expenditure	11,339	11,367	10,025	35,082	31,786	31,786	23,590	-	23,590	13,161	16,605	14,800
Intelligence and Security Department Expenses and Capital Expenditure	-	-	-	-	-	-	-	N/A	-	-	-	-
Total Appropriations	134,258	146,430	137,406	163,174	188,632	181,944	181,293	2,125	183,418	175,062	185,533	198,508
Crown Revenue and Capital Receipts												
Tax Revenue	-	-	-	-	-	-	N/A	-	-	-	-	-
Non-Tax Revenue	7	9	2	177	-	-	N/A	-	-	-	-	-
Capital Receipts	-	-	-	-	-	-	N/A	-	-	-	-	-
Total Crown Revenue and Capital Receipts	7	9	2	177	-	-	N/A	-	-	-	-	-

New Policy Initiatives

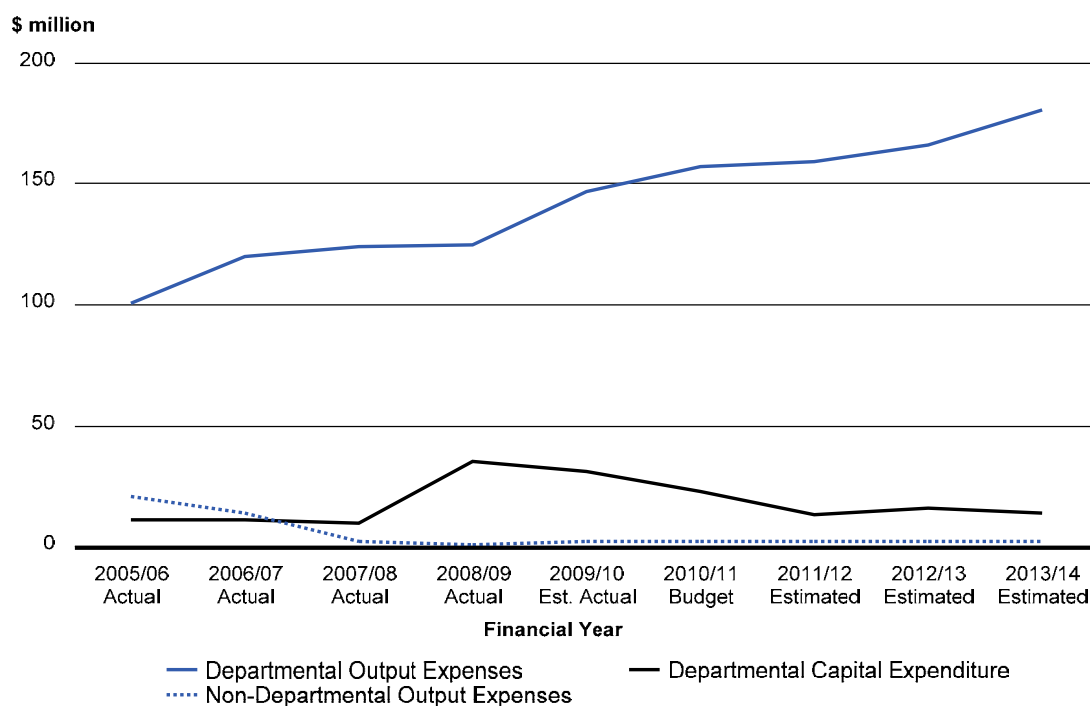
Policy Initiative	Appropriation	2009/10 Budgeted \$000	2010/11 Budget \$000	2011/12 Estimated \$000	2012/13 Estimated \$000	2013/14 Estimated \$000
Funding for the Productivity Commission	Policy and Advisory Services MCOA	-	(20)	(41)	(44)	(44)
Funding for the Productivity Commission	Services for Ethnic Affairs Services	-	(2)	(5)	(5)	(5)
Capability Building	Government Technology Services	200	-	-	-	-
Anti-Money Laundering and Countering Financing of Terrorism Bill	Anti-Money Laundering and Countering Financing of Terrorism	967	1,535	2,505	2,360	2,360

Analysis of Significant Trends

Total Vote: All Appropriation

Significant changes in departmental and non-departmental appropriations are discussed briefly below.

Figure 1 - Vote trends in actual expenses and capital expenditure by appropriation type



Source: Department of Internal Affairs

The movements in departmental and non-departmental appropriations in Vote Internal Affairs are detailed in the Summary of Financial Activity table.

Departmental Output Expenses

The baseline increased in 2006/07, to fund the Local Government Rating Inquiry, increased expenditure associated with the electronic monitoring of gaming under the Gambling Act, igovt Identity Verification Service, the establishment of an enforcement unit to monitor and enforce compliance with the Unsolicited Electronic Messages Act 2007, and increased demand for identity products.

In 2007/08, funding was provided for the Royal Commission on Auckland Governance, gambling licensing and compliance activities, the expert panel and a citizens' forum on the electoral system and state funding

of political parties and other issues of electoral finance, increasing the capacity of the Office of Ethnic Affairs to respond to increased demand from ethnic communities and government, and to establish a service to provide assistance to people who have alleged abuse or neglect or concerns regarding their time in State care prior to 1992.

The baseline increased in 2008/09 due to expense transfers from 2007/08 to 2008/09 for the Upgrade of Information and Technology Infrastructure, Sustainable Accommodation, the Expert Panel on War Disablement Pensions, the Expert Panel and Citizens Forum on the Electoral System and State Funding and the Royal Commission on Auckland Governance. From 2008/09 there was also an increase in funding for language line services, strong connected and participating diverse ethnic communities, the development of the igovt Identity Verification Service, historical abuse claims and increased demand for Identity products.

From 2009/10, Government Technology Services transferred from the State Services Commission to the Department of Internal Affairs.

The increase in baseline from 2010/11 mainly reflects the forecast increase in demand for passport products due to the change in validity from ten to five years for a passport.

Non-Departmental Output Expenses

In 2005/06, a multi-year appropriation called the "Significant Community-Based Project Fund" was created. Expenditure was incurred between 2005/06 and 2007/08.

Departmental Capital Expenditure

Capital expenditure was broadly stable until 2008/09. From 2008/09 to 2010/11, capital injections are provided mainly for the development of a replacement passport system. The passport system will be fully implemented during 2011/12.

Part 2 - Details and Expected Performance for Output Expenses

Part 2.1 - Departmental Output Expenses

Intended Impacts, Outcomes and Objectives

Intended Impacts, Outcomes or Objectives of Appropriations	Appropriations
Communities are protected Communities are resilient	Anti-Money Laundering and Countering Financing of Terrorism
Trusted and accessible State sector services	Contestable Services
Good governance of identity for New Zealand Accessible identity services enable efficient connections between people and the State sector Identity information is secure and protects people from fraud	Identity Services
Trusted and accessible State sector services	Policy and Advisory Services MCOA - <ul style="list-style-type: none"> Information and Advisory Services
Communities are protected Communities are empowered and able to help themselves Communities are resilient Efficient, effective and coordinated government	Policy and Advisory Services MCOA - <ul style="list-style-type: none"> Policy Advice - Internal Affairs
Communities are protected Communities are resilient	Regulatory Services
People engage with and participate in their communities Communities are empowered and able to help themselves Trusted and accessible State sector services	Services for Ethnic Affairs
Trusted and accessible State sector services Efficient and effective State sector service delivery	Government Technology Services

For further information on the intended impacts, outcomes and objectives of the departmental output expense appropriations please see the Statement of Intent for the Department of Internal Affairs.

Anti-Money Laundering and Countering Financing of Terrorism (M41)

Scope of Appropriation

This appropriation is limited to supervision functions carried out in respect of reporting entities for which the Department of Internal Affairs is the relevant supervisor under the Anti-Money Laundering and Countering Financing of Terrorism Act.

Expenses and Revenue

	2009/10		2010/11
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	967	467	1,535
Revenue from Crown	967	967	1,535
Revenue from Other	-	-	-

Reasons for Change in Appropriation

The increase in this appropriation is due to development of supervisory function commencing part way through 2009/10. Funding for this function increases in the lead-up to full implementation which will commence at a date yet to be set by Order in Council (October 2011 at the earliest).

Output Performance Measures and Standards

Activity for the 2010/11 financial year will consist of developing and setting up the function. The supervisory outputs will not commence until a date yet to be set by Order in Council (October 2011 at the earliest). Performance measures will be developed in the lead-up to full implementation.

Current and Past Policy Initiatives

Policy Initiative	Year of First Impact	2009/10 Budgeted \$000	2010/11 Budget \$000	2011/12 Estimated \$000	2012/13 Estimated \$000	2013/14 Estimated \$000
Anti-Money Laundering and Countering Financing of Terrorism Bill	2009/10	967	1,535	2,505	2,360	2,360

Contestable Services RDA (M41)

Scope of Appropriation

Providing translation and other language services to government agencies and the public, and support services to government agencies.

Expenses and Revenue

	2009/10		2010/11
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	908	800	908
Revenue from Crown	-	-	-
Revenue from Other	908	800	908

Output Performance Measures and Standards

Performance Measures	2009/10		2010/11
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Translation Services			
Percentage of respondents to a customer survey who rate their satisfaction with the quality of translation services at 3 or above on a scale of 1 to 5 is no less than:	99%	99%	99%
Percentage of translations meeting timeframes agreed with customers is no less than:	99%	99%	99%

Government Technology Services (M41)*Scope of Appropriation*

This appropriation is limited to the development, deployment and operation of technology services across the State sector.

Expenses and Revenue

	2009/10		2010/11
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	12,515	11,933	11,587
Revenue from Crown	11,335	11,335	11,252
Revenue from Other	1,180	1,384	335

Reasons for Change in Appropriation

The decrease in this appropriation is mainly due to closure of the Government Shared Network and a decrease in demand for services provided by the igovt logon service, partially offset by an expense transfer from 2009/10 to 2010/11 for Identity Management Web Infrastructure.

Output Performance Measures and Standards

Performance Measures	2009/10		2010/11
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Percentage increase in the number of connections to shared network service (one.govt) is at least:	New measure	New measure	30%
Percentage increase in the number of visits to newzealand.govt.nz is at least:	New measure	New measure	10%
Percentage increase in the number of agency datasets accessed from data.govt.nz is at least:	New measure	New measure	30%
Number of web advisory engagements delivered to other agencies:	New measure	New measure	10
Percentage increase in the number of visits to the public sector intranet is at least:	New measure	New measure	10%
Percentage of public sector websites that comply with web standards:	New measure	New measure	25%

The measures above reflect a significant review of the Government Technology Service (GTS) measurement framework to align with good practice guidance and a new GTS strategy that came into effect at the end of December 2009.

Current and Past Policy Initiatives

Policy Initiative	Year of First Impact	2009/10 Budgeted \$000	2010/11 Budget \$000	2011/12 Estimated \$000	2012/13 Estimated \$000	2013/14 Estimated \$000
Current Government						
Capability Building	2009/10	200	-	-	-	-
Transfer of Government Technology Services from State Services Commission to the Department	2009/10	29,955	8,438	8,438	8,438	8,438

Identity Services (M41)

Scope of Appropriation

Providing effective management of New Zealand's records of identity including: issuing New Zealand passports; processing citizenship applications; and registering births, deaths, marriages and civil unions; developing authorised information-matching programmes with specified government agencies; providing data or data verification to government agencies, to enhance border processes and facilitate travel; working across government to develop systems and processes for the verification and authentication of identity and to facilitate good practice based on Evidence of Identity Standard.

Expenses and Revenue

	2009/10		2010/11
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	99,876	95,823	104,841
Revenue from Crown	16,986	16,986	8,937
Revenue from Other	77,531	77,531	96,175

Reasons for Change in Appropriation

The increase in this appropriation is mainly due to additional system maintenance costs associated with the passport system redevelopments and the additional customer services costs associated with processing increasing passport volumes.

Output Performance Measures and Standards

Performance Measures	2009/10		2010/11
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Citizenship			
Percentage of citizenship documents issued without error is no less than:	99%	99%	99%
Percentage of customers that are pleased with the citizenship service received is at least:	New measure	91%	85%
Percentage of applications for grant of citizenship recommended to the Minister within four months of receipt of a correctly completed application is no less than:	80%	80%	80%
Percentage of applications for registration of citizenship, not involving adoption, processed within twenty working days of receiving a correctly completed application is no less than:	95%	95%	95%
Percentage of certificates of citizenship status issued within fifteen working days of receipt of a correctly completed application is no less than:	Revised measure	Revised measure	95%
Activity Information (see Note 1)			
Number of applications for grant of citizenship to foreign nationals recommended to the Minister:	10,000 - 14,000	10,000 - 14,000	21,000 - 25,000
Number of registrations of citizenship by descent for New Zealanders born abroad:	6,500 - 8,500	6,500 - 8,500	7,000 - 9,000
Number of certificates of citizenship status issued:	2,500 - 3,500	2,500 - 3,500	2,500 - 4,000
Passports			
Percentage of passports, certificates and other identity documents issued without error is no less than:	99%	99%	99%
Percentage of customers that are pleased with the passport service received is at least:	New measure	85%	85%
Percentage of passports issued within ten working days for standard passports, and three working days for urgent passports, on receipt of a correctly completed application is no less than:	99%	99%	99%

Performance Measures	2009/10		2010/11
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Activity Information (see Note 1)			
Number of passports issued in standard service:	378,000 - 434,000	378,000 - 434,000	437,000 - 531,000
Number of passports issued in urgent service:	35,000 - 43,000	35,000 - 43,000	45,000 - 65,000
Number of other travel documents issued:	1,000 - 1,400	1,000 - 1,400	1,000 - 1,400
Births, Deaths, Marriages and Civil Unions			
Percentage of birth, death, marriage and civil union information registered without error is no less than:	99%	99%	99%
Percentage of customers that are pleased with the birth, death, marriage and civil union service received is at least:	New measure	87%	85%
Percentage of birth, death, marriage and civil union certificates issued without error is no less than:	99%	99%	99%
Percentage of deaths registered within three working days of receipt of a correctly completed notification is no less than:	98%	98%	98%
Percentage of births, marriages and civil unions registered within four working days of receipt of a correctly completed notification or application is no less than:	98%	98%	98%
Percentage of certificates from fully computerised registrations issued within one working day of receipt of a correctly completed application is no less than:	99%	99%	99%
Percentage of certificates from partially computerised registrations issued within eight working days of receipt of a correctly completed application is no less than:	98%	98%	98%
Percentage of birth, death, marriage and civil union printouts issued within eight working days of a correctly completed application is no less than:	97%	97%	97%
Activity Information (see Note 1)			
Number of birth registrations:	58,000 - 64,000	58,000 - 64,000	58,000 - 64,000
Number of death registrations:	27,000 - 31,000	27,000 - 31,000	27,000 - 31,000
Number of marriage and civil union registrations:	22,000 - 26,000	22,000 - 26,000	22,000 - 26,000
Number of birth, death, marriage and civil union certificates issued:	210,000 - 240,000	210,000 - 240,000	200,000 - 230,000
Number of printouts issued:	18,000 - 25,000	18,000 - 25,000	30,000 - 40,000
Authentication (see Note 2)			
Number of logons issued for igovt logon service	250,000	80,000	100,000 - 200,000
Number of agencies connecting to igovt logon service	24	13	15 - 25

Note 1 - Activity information relates to output volume measures that are demand driven and therefore outside the Department's control.

Note 2 - These measures have been reassessed since the incorporation of igovt services into the Department. Changes were made to reflect recent developments in government agencies' planning and the more graduated approach to issuing logons.

Memorandum Account

	2009/10		2010/11
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Citizenship products			
Opening Balance at 1 July	444	444	(2,322)
Revenue	7,655	7,655	10,704
Expenses	10,621	10,421	12,610
Transfers and Adjustments	-	-	-
Closing Balance at 30 June	(2,522)	(2,322)	(4,228)

The forecast movements in this account reflect the 2005 legislative changes which increased the citizenship eligibility qualifying period from 3 to 5 years of permanent residence.

	2009/10		2010/11
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Issue of Birth, Deaths and Marriage certifications and other products			
Opening Balance at 1 July	3,259	3,259	841
Revenue	6,909	6,909	6,731
Expenses	9,627	9,327	9,001
Transfers and Adjustments	-	-	-
Closing Balance at 30 June	541	841	(1,429)

The forecast movements in this account reflect higher cost structures associated with fluctuating volumes, the timing of system changes and legislative changes since fees were last reviewed.

	2009/10		2010/11
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Marriage Products			
Opening Balance at 1 July	61	61	(375)
Revenue	3,174	3,174	2,953
Expenses	3,710	3,610	3,990
Transfers and Adjustments	-	-	-
Closing Balance at 30 June	(475)	(375)	(1,412)

The forecast movements in this account reflect higher cost structures associated with fluctuating volumes, the timing of system changes and legislative changes since fees were last reviewed.

	2009/10		2010/11
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Passport products			
Opening Balance at 1 July	5,572	5,572	8,877
Revenue	59,734	59,734	75,728
Expenses	58,829	56,429	70,183
Transfers and Adjustments	-	-	-
Closing Balance at 30 June	6,477	8,877	14,422

The forecast movements in this account reflect fluctuating volumes and the timing of system changes. From 2010 the five year passports renewal cycle will commence. The forecast balance will contribute to the costs of the passports redevelopment programme.

Current and Past Policy Initiatives

Policy Initiative	Year of First Impact	2009/10 Budgeted \$000	2010/11 Budget \$000	2011/12 Estimated \$000	2012/13 Estimated \$000	2013/14 Estimated \$000
Current Government						
Savings for Identity Products Integrity	2009/10	(494)	(494)	(494)	(494)	(494)
Previous Government						
Births, Deaths, Marriages and Relations Registration Amendment Bill	2007/08	86	86	86	86	86
Development of Evidence of Identity - technical infrastructure	2006/07	1,050	1,050	1,050	1,050	1,050
Evidence of Identity - custodianship of standard	2006/07	100	100	100	100	100
Maintenance of Public Registers - Citizenship, Marriages and Civil Unions	2005/06	523	523	523	523	523
Securing and protecting New Zealand's identity information	2005/06	17,228	17,228	17,228	17,228	17,228
Departmental Personnel Capability	2005/06	209	209	209	209	209
Human Assisted Reproductive Technology Registration Scheme	2005/06	92	92	92	92	92
Securing and Protecting New Zealand's Identity Information	2005/06	3,916	3,916	3,916	3,916	3,916

Policy and Advisory Services MCOA (M41)

Scope of Appropriation

Information and Advisory Services

This appropriation is limited to publishing the New Zealand Gazette; authenticating official documents; supporting commissions of inquiry and similar bodies; and coordinating the congratulatory message service.

Policy Advice - Internal Affairs

Policy advice on matters relating to: gaming, censorship, fire, identity, public inquiries, daylight saving and the Significant Community Based Projects Fund; the performance of and appointments to Crown entities; appointments to statutory bodies; and drafting ministerial correspondence and questions.

Explanation for Use of Multi-Class Output Expense Appropriation

Both output expenses contribute to better public services and maintaining trust in government.

Expenses and Revenue

	2009/10		2010/11
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	8,277	7,215	7,163
Information and Advisory Services	3,609	2,972	3,018
Policy Advice - Internal Affairs	4,668	4,243	4,145
Revenue from Crown	6,699	6,699	5,669
Information and Advisory Services	2,179	2,179	1,677
Policy Advice - Internal Affairs	4,520	4,520	3,992
Revenue from Other	1,581	1,550	1,497
Information and Advisory Services	1,432	1,401	1,343
Policy Advice - Internal Affairs	149	149	154

Reasons for Change in Appropriation

The decrease in this appropriation is due to expense transfers from 2008/09 to 2009/10 only for Sustainable Accommodation and administration of the Significant Community Based Project Fund. One-off funding was also received in 2009/10 for the Forum for Complainants of Police Misconduct.

Output Performance Measures and Standards

Performance Measures	2009/10		2010/11
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Information and Advisory Services			
<i>New Zealand Gazette</i>			
Percentage of complaints where published text is inconsistent with text supplied by client is no more than:	New measure	New measure	1%
<i>Authentications Unit and Congratulatory Message Service</i>			
Percentage of Authentications delivered to customers within agreed timeframes is no less than:	98%	98%	98%
Percentage of congratulatory messages delivered to customers within agreed timeframes is no less than:	98%	98%	98%
Percentage of Authentication confirmations returned by the customer as inaccurate is, on average, no more than:	New measure	New measure	1%
Percentage of congratulatory messages returned by the customer as inaccurate is no more than:	New measure	New measure	1%
Activity Information (see Note 2)			
Number of requests for congratulatory messages.	New measure	New measure	1,100 - 1,200
Number of documents received for authentication.	New measure	New measure	15,000 - 17,000
<i>Commissions of Inquiry and Similar Bodies</i>			
Commissioners' rating of the timeliness of services provided is 3 or above on a scale of 1 to 5.	3 or above	3 or above	3 or above
Commissioners' rating of the quality of services provided is 3 or above on a scale of 1 to 5.	3 or above	3 or above	3 or above
Policy Advice - Internal Affairs			
<i>Internal Affairs Policy Advice</i>			
Percentage of policy advice that is delivered in accordance with agreed policy quality criteria (refer Conditions on Use of Appropriation).	100%	100%	100%
The Minister's rating of his/her level of satisfaction with the quality of policy advice.	Satisfied or better (see Note 1)	Satisfied or better (see Note 1)	Satisfied or better (see Note 1)
<i>Ministerial Correspondence and Questions</i>			
Percentage of first versions of replies to ministerial correspondence, Official Information Act 1982 requests, Ombudsman's inquiries and parliamentary questions accepted by the Minister is no less than:	95%	95%	95%
Percentage of draft responses to ministerial correspondence returned to the Minister's office for signature within 15 working days of receipt from the Minister's office or such other deadlines as may be specifically agreed is no less than:	95%	95%	95%
Percentage of draft responses to Official Information Act 1982 requests and Ombudsman's inquiries returned to the Minister's office for signature five days prior to the statutory deadline for reply is no less than:	100%	100%	100%
Percentage of draft replies to parliamentary questions completed within the time frames specified by the Minister is no less than:	100%	100%	100%

Performance Measures	2009/10		2010/11
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Activity Information (see Note 2)			
Number of replies to ministerial correspondence, Official Information Act 1982 requests and Ombudsman's inquiries, and answers to parliamentary questions.	550 - 650	550 - 650	600 - 700

Note 1 - Ratings used in all Ministerial Satisfaction Surveys are: Very Good, Good, Satisfied, Poor, Very Poor.

Note 2 - Activity information relates to output volume measures that are demand driven and therefore outside the Department's control.

Conditions on Use of Appropriation

Reference	Conditions
Purpose	Policy papers should be short (where practicable), succinct and clearly focused on decisions required from Ministers.
Consistency	The advice takes account of other Government policies and decisions, and is consistent with the principles of the Treaty of Waitangi.
Logic	The assumptions behind the advice are explicit and argument is logical and supported by the facts.
Accuracy	The facts in the papers are legally and statistically accurate and all material facts and sources are included. Where appropriate, the advice includes sound legal opinion.
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. The information provided has sufficient range and depth.
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. Where appropriate, the advice considers the impact on the lives of New Zealanders.
Presentation	The length and format of Cabinet papers meet Ministerial and Cabinet Office requirements. All papers and briefings are in accordance with the Department's Policy Quality Assurance guidelines. All presentations to Ministers 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 Ministers' views.

Memorandum Account

	2009/10		2010/11
	Budgeted \$000	Estimated Actual \$000	Budget \$000
New Zealand Gazette			
Opening Balance at 1 July	361	361	363
Revenue	934	934	935
Expenses	932	932	933
Transfers and Adjustments	-	-	-
Closing Balance at 30 June	363	363	365

Current and Past Policy Initiatives

Policy Initiative	Year of First Impact	2009/10 Budgeted \$000	2010/11 Budget \$000	2011/12 Estimated \$000	2012/13 Estimated \$000	2013/14 Estimated \$000
Current Government						
Funding for the Productivity Commission	2010/11	-	(20)	(41)	(44)	(44)
Previous Government						
Historical abuse claims	2007/08	1,650	1,650	1,650	1,650	1,650
Departmental Personnel Capability	2005/06	454	454	454	454	454

Regulatory Services (M41)

Scope of Appropriation

This appropriation is limited to operational policy advice and services to regulate: gambling activity, objectionable material, unsolicited electronic messages, and anti-money laundering and countering financing of terrorism.

Expenses and Revenue

	2009/10		2010/11
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	25,925	25,797	25,687
Revenue from Crown	3,639	3,639	3,639
Revenue from Other	23,733	22,833	23,732

Output Performance Measures and Standards

Performance Measures	2009/10		2010/11
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Regulatory Services - Gambling			
Percentage of audits of club gaming machine societies completed within two months is no less than:	80%	80%	80%
Percentage of audits of non-club gaming machine societies completed within three months is no less than:	80%	80%	80%
Percentage of gambling prosecution cases dismissed where prima facie case is not established is no more than:	5%	5%	5%
Percentage of respondents to a survey of gambling sector organisations and operators who rate their satisfaction with how information services provided by the Department support their ability to comply with relevant laws conditions and rules at 3 or above on a scale of 1 to 5 is no less than:	85%	85%	85%

Performance Measures	2009/10		2010/11
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Activity Information (see Note 1)			
Number of club and non-club licence renewal applications processed:	350 - 400	350 - 400	350 - 400
Number of other class 3 and 4 licence applications and Certificates of Approval processed:	5,500- 6,000	5,500- 6,000	5,500- 6,000
Number of clubs and non-clubs audited:	17 - 40	17 - 40	17 - 40
Number of venue inspections:	200 - 300	200 - 300	200 - 300
Gambling Commission			
The Gambling Commission's satisfaction with the services provided by the secretariat is 4 or above on a scale of 1 to 5 (see Note 2).	Revised measure	Revised measure	4 or above
Regulatory Services - Censorship			
Percentage of non-compliant practices identified during inspection processes or as a result of complaints are dealt with during the inspection or within 3 months, and the balance dealt with within 12 months.	75% within 3 months 25% within 12 months	75% within 3 months 25% within 12 months	75% within 3 months 25% within 12 months
Percentage of censorship prosecution cases dismissed where prima facie case is not established is no more than:	5%	5%	5%
Percentage of respondents to a survey who rate their satisfaction with the quality of the educational talk at 3 or above on a scale of 1 to 5 is no less than:	New measure	New measure	80%
Percentage of advice and information provided within 5 working days of the request, is no less than:	New measure	New measure	90%
Activity Information (see Note 1)			
Number of inspections of publications/videos/films/electronic sites undertaken:	1,500	1,500	1,500
Number of censorship complaints and proactive investigations for publications/videos/films and on the Internet responded to:	700	700	600
Number of censorship prosecutions undertaken:	20 - 40	20-40	20 - 40
Regulatory Services - Unsolicited Electronic Messages			
Percentage of New Zealand-linked complaints, which are dealt with within 3 months of receipt and the balance dealt with within 12 months is no less than:	75% within 3 months 25% within 12 months	75% within 3 months 25% within 12 months	75% within 3 months 25% within 12 months
Activity Information (see Note 1)			
Number of New Zealand-linked complaints (including complaints about electronic messages containing unsolicited sexual content) responded to:	700	700	600 - 700
Number of public enquiries responded to:	300	300	600 - 1,200 (see Note 3)
Percentage of public enquiries responded to within 10 working days, is no less than:	New measure	New measure	70%
Number of civil liability proceedings undertaken:	As required	As required	As required

Note 1 - Activity information relates to output volume measures that are demand driven and therefore outside the Department's control.

Note 2 - This measure has been revised to better reflect the intended and desired level of performance. In particular, the Department of Internal Affairs has revised the level of satisfaction sought from a "3 or above" to a "4 or above" on a scale of 1 to 5.

Note 3 - The standard increased based on the current year to date and last year's result.

Conditions on Use of Appropriation

Reference	Conditions
Gambling Act	All breaches are resolved to the required standard as outlined in the Gambling Act 2003 ss351-363.

Memorandum Account

	2009/10		2010/11
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Administration of Non-casino Gaming			
Opening Balance at 1 July	(6,961)	(6,961)	(6,233)
Revenue	18,403	17,503	18,707
Expenses	16,775	16,775	16,712
Transfers and Adjustments	-	-	-
Closing Balance at 30 June	(5,333)	(6,233)	(4,238)

Current and Past Policy Initiatives

Policy Initiative	Year of First Impact	2009/10 Budgeted \$000	2010/11 Budget \$000	2011/12 Estimated \$000	2012/13 Estimated \$000	2013/14 Estimated \$000
Current Government						
Censorship Enforcement Activity	2009/10	611	611	611	611	611
Previous Government						
Gambling licensing and compliance activities	2007/08	1,077	840	505	505	505
Anti-Spam Regulation	2006/07	900	900	900	900	900
Departmental Personnel Capability	2005/06	382	382	382	382	382

Services for Ethnic Affairs (M30)

Scope of Appropriation

Policy advice on ethnic affairs and provision of advisory and information services to ethnic communities; drafting ministerial correspondence and questions; management of the contract for the telephone interpreting service (Language Line); and provision of information and training to ethnic communities and agencies using Language Line.

Expenses and Revenue

	2009/10		2010/11
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	5,916	5,691	5,982
Revenue from Crown	4,718	4,718	4,726
Revenue from Other	1,197	977	1,255

Output Performance Measures and Standards

Performance Measures	2009/10		2010/11
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Ethnic Affairs Policy Advice			
Percentage of policy advice that is delivered in accordance with agreed policy quality criteria (refer Conditions on Use of Appropriation).	100%	100%	100%
The Minister's rating of his/her level of satisfaction with the quality of policy advice.	Satisfied or better (see Note 1)	Satisfied or better (see Note 1)	Satisfied or better (see Note 1)
Ministerial Correspondence and Questions			
Percentage of first versions of replies to ministerial correspondence, Official Information Act 1982 requests, Ombudsman's inquiries and parliamentary questions accepted by the Minister is no less than:	95%	95%	95%
Percentage of draft responses to ministerial correspondence returned to the Minister's office for signature within 15 working days of receipt from the Minister's office or such other deadlines as may be specifically agreed is no less than:	95%	95%	95%
Percentage of draft responses to Official Information Act 1982 requests and Ombudsman's inquiries returned to the Minister's office for signature five days prior to the statutory deadline for reply is no less than:	100%	100%	100%
Percentage of draft replies to parliamentary questions completed within the time frames specified by the Minister is no less than:	100%	100%	100%
Activity Information (see Note 2)			
Number of replies to ministerial correspondence, Official Information Act 1982 requests and Ombudsman's inquiries, and answers to parliamentary questions.	40	40	40
Advisory and Information Services to Ethnic Communities			
Percentage of respondents to a customer survey who rate the quality of advisory service as satisfactory or better.	New measure	94%	85%
Percentage of respondents to a customer survey who rate the effectiveness of advisory services as satisfactory or better.	New measure	90%	85%
Percentage of respondents to a customer survey who are satisfied the advice received helped them achieve their purpose.	New measure	96%	85%

Performance Measures	2009/10		2010/11
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Advisory and Information Services to Ethnic Communities - cont'd			
Percentage of respondents to a customer survey who are satisfied the advice and support received enables Ethnic community groups to help themselves and participate in their community.	New measure	88%	85%
Number of central government policy staff trained to use the 'Ethnic Perspectives in Policy framework' as part of their policy development process.	New measure	New measure	40
Number of people who attended training sessions on the Intercultural Awareness and Communication programme.	New measure	New measure	400-450
Number of forums and workshops run for Ethnic communities.	New measure	New measure	40
Number of agencies providing telephone interpreting services through Language Line.	New measure	80	85
Activity Information (see Note 2)			
Number of requests from communities, local and central government, and NGOs for information or advice responded to.	New measure	9,000	8,500 - 9,000
Number of interpreting calls provided through Language Line.	New measure	45,000	50,000 - 52,000

Note 1 - Ratings used in all Ministerial Satisfaction Surveys are: Very Good, Good, Satisfied, Poor, Very Poor.

Note 2 - Activity information relates to output volume measures that are demand driven and therefore outside the Department's control.

Conditions on Use of Appropriation

Reference	Conditions
Policy Advice Quality Criteria	
Purpose	Policy papers should be short (where practicable), succinct and clearly focused on decisions required from Ministers.
Consistency	The advice takes account of other Government policies and decisions, and is consistent with the principles of the Treaty of Waitangi.
Logic	The assumptions behind the advice are explicit and argument is logical and supported by the facts.
Accuracy	The facts in the papers are legally and statistically accurate and all material facts and sources are included. Where appropriate, the advice includes sound legal opinion.
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. The information provided has sufficient range and depth.
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. Where appropriate, the advice considers the impact on the lives of New Zealanders.

Reference	Conditions
Presentation	The length and format of Cabinet papers meet Ministerial and Cabinet Office requirements. All papers and briefings are in accordance with the Department's Policy Quality Assurance guidelines. All presentations to Ministers 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 Ministers' views.

Current and Past Policy Initiatives

Policy Initiative	Year of First Impact	2009/10 Budgeted \$000	2010/11 Budget \$000	2011/12 Estimated \$000	2012/13 Estimated \$000	2013/14 Estimated \$000
Current Government						
Funding for the Productivity Commission	2010/11	-	(2)	(5)	(5)	(5)
Previous Government						
Strong, connected and participating diverse ethnic communities	2008/09	500	500	500	500	500
Increasing Ethnic Diversity Leadership	2007/08	600	600	600	600	600
Migrant Levy allocation	2007/08	330	332	232	232	232
Departmental Personnel Capability	2005/06	149	149	149	149	149
Increase the Capacity of the Office of Ethnic Affairs	2005/06	793	793	793	793	793

Part 2.2 - Non-Departmental Output Expenses

Intended Impacts, Outcomes and Objectives

Intended Impacts, Outcomes or Objectives of Appropriations	Appropriations
Communities are protected	Classification of Films, Videos and Publications (see Note 1)

Note 1 - For further information on the intended impacts, outcomes and objectives of the non-departmental output expense appropriation please see the Statement of Intent of the Office of Film and Literature Classification.

Classification of Films, Videos and Publications (M41)

Scope of Appropriation

The examination and classification of films, videos and publications by the Office of Film and Literature Classification under the Films, Videos, and Publications Classification Act 1993. Provision of information and research on classification procedures and systems.

Expenses

	2009/10		2010/11
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	1,960	1,960	1,960

Output Performance Measures and Standards

Performance Measures	2009/10		2010/11
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Quantity			
Classification decisions:	2,400 - 2,800	2,424	2,066 - 2,759
Inquiries answered:	1,000 - 1,500	1,286	1,000 - 1,500
Annual research projects:	1	2	1
Quality			
Classifications consistent with standards in the Classification Office Practice Manual:	95%	99%	95%
Timeliness			
Classifications for "standard" section 12 publications completed within 30 days:	90%	99%	90%
Classifications for section 13 publications completed within 55 days:	70%	67%	70%
Inquiries responded to within 20 days of receipt:	100%	100%	n/a (see Note 1)

Note 1 - The Classification Office has chosen to discontinue the 20 working day response measure for Inquiries. The measure has historically been 100% achieved as the majority of inquiries are by phone or email and are typically addressed/acknowledged on the day of receipt.

Conditions on Use of Appropriation

Reference	Conditions
Films, Videos and Publications Classification Act 1993, Sections 77, 85 and 88	Section 77 - Functions of Classification Office describes the functions of the Classification Office. Section 85 - Administration of Classification Office details the administrative responsibilities of the Classification Office. Section 88 - Information Unit details the function of the Information Unit which is a unit within the Classification Office.

Development of On-line Authentication Services (M41)

Scope of Appropriation

This appropriation is limited to services provided by the Office of the Privacy Commissioner in the development of on-line authentication services.

Expenses

	2009/10		2010/11
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	116	116	116

Output Performance Measures and Standards

	2009/10		2010/11
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Performance Measures			
Services to be delivered according to the Memorandum of Understanding between the Secretary for Internal Affairs and the Office of the Privacy Commissioner	Meet	Meet	Meet

Current and Past Policy Initiatives

Policy Initiative	Year of First Impact	2009/10 Budgeted \$000	2010/11 Budget \$000	2011/12 Estimated \$000	2012/13 Estimated \$000	2013/14 Estimated \$000
Current Government						
Transfer of appropriation from Vote State Services to Vote Internal Affairs	2009/10	116	116	116	116	116

Summary of Service Providers for Non-Departmental Outputs

Provider	2009/10 Budgeted \$000	2009/10 Estimated Actual \$000	2010/11 Budget \$000	Reporting Mechanism	Expiry of Funding Commitment
Crown entity					
Office of Film and Literature Classification				Provider's annual report	N/A
Privacy Commissioner				Annual report of the Department of Internal Affairs	Ongoing

The above table summarises funding to be allocated through Vote Internal Affairs to non-departmental providers, along with an indication of the mechanism to be used for reporting actual performance and (where determined) the length of the funding commitment.

Part 5 - Details and Expected Results for Other Expenses

Part 5.2 - Non-Departmental Other Expenses

Intended Impacts, Outcomes and Objectives

Intended Impacts, Outcomes or Objectives of Appropriations	Appropriations
Communities are empowered and able to help themselves	Miscellaneous Grants - Internal Affairs
Trusted and accessible State sector services.	Public Inquiries

Miscellaneous Grants - Internal Affairs (M41)

Scope of Appropriation

Miscellaneous Grant payments to individuals or organisations to assist in building a strong and safe nation through serving and connecting citizens, communities and Government.

Expenses

	2009/10		2010/11
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	133	103	49

Reasons for Change in Appropriation

This appropriation has decreased by \$84,000 to \$49,000. This is the result of one-off funding received in 2009/10 for the Nelson Historic Theatre Trust.

Part 6 - Details and Expected Results for Capital Expenditure

Part 6.1 - Departmental Capital Expenditure

Department of Internal Affairs - Capital Expenditure PLA (M41)

Scope of Appropriation

This appropriation is limited to the purchase or development of assets by and for the use of the Department of Internal Affairs, as authorised by section 24(1) of the Public Finance Act 1989.

Capital Expenditure

	2009/10		2010/11
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Forests/Agricultural	-	-	-
Land	-	-	-
Property, Plant and Equipment	4,264	4,264	3,165
Intangibles	27,522	27,522	20,425
Other	-	-	-
Total Appropriation	31,786	31,786	23,590

Reasons for Change in Appropriation

The changes to capital appropriations reflect the Department's anticipated capital expenditure programme for 2010/11, including continuation of the passport redevelopment programme.