

# VOTE *Social Services*

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## *Social Services*

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### Overview

The appropriations sought in Vote Social Services in 2000/2001 total \$232.711 million (GST inclusive). This is intended to be spent as follows:

- \$81.390 million (34.98% of the Vote) purchasing services from the Ministry of Social Policy. This is split between two output classes:
  - Policy and Purchase Advice (\$31.369 million)
  - Information Technology Services to other Departments (\$50.021 million).
- \$5.735 million (2.46% of the Vote) purchasing services from other organisations in the areas of:
  - Commissioner for Children (\$0.952 million)
  - Retirement Commissioner (\$4.783 million).
- \$145.586 million (62.56% of the Vote) for Housing Benefits and Other Unrequited Expenses. The Minister of Housing is responsible for these benefits.

Details of appropriations are contained in Parts B1, C, D and E of this Vote.

## Terms and Definitions Used

|                      |   |
|----------------------|---|
| <b>CYP&amp;F Act</b> | The Children, Young Persons and Their Families Act 1989 |
| <b>CYPFA</b>         | Children, Young Persons and Their Families Agency       |
| <b>CYPFS</b>         | Children, Young Persons and Their Families Service      |
| <b>DCYFS</b>         | Department of Child, Youth and Family Services          |
| <b>DWI</b>           | Department of Work and Income                           |
| <b>FGC</b>           | Family Group Conference                                 |
| <b>HCNZ</b>          | Housing Corporation of New Zealand                      |
| <b>HNZ</b>           | Housing New Zealand                                     |
| <b>IT</b>            | Information Technology                                  |
| <b>ITO</b>           | Industry Training Organisation                          |
| <b>MSP</b>           | Ministry of Social Policy                               |

## Footnotes

|               |  |
|---------------|--|
| <b>Note 1</b> | Not applicable as these line items were transferred to DWI.  |
| <b>Note 2</b> | Appropriations are stated GST inclusive (where applicable).  |
| <b>Note 3</b> | The Minister of Housing is responsible for these benefits, but they are included in Vote Social Services in the interim, pending possible housing sector structural changes. |

# *Social Services*

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VOTE MINISTER: Minister of Social Services and Employment

ADMINISTERING DEPARTMENT: Ministry of Social Policy

The Minister of Social Services and Employment is the Responsible Minister for the Ministry of Social Policy

## Part A - Statement of Objectives and Trends

### Part A1 - Objectives for Vote Social Services

#### *Government Strategic Framework*

##### **Strategic direction and overarching goals**

- 1 Strengthen National Identity and Uphold the Principles of the Treaty of Waitangi.
- 2 Grow an Inclusive, Innovative Economy for the Benefit of All.
- 3 Restore Trust in Government and Provide Strong Social Services.
- 4 Improve New Zealanders' Skills.
- 5 Close the Gaps for Māori and Pacific People in Health, Education, Employment and Housing.
- 6 Protect and Enhance the Environment.

##### **Key Priorities in Vote Social Services**

One of the most important issues facing the Government is the continuing exclusion of segments of society from full social and economic participation.

The multiple causes of social exclusion are varied and complex and often cut across traditional departmental boundaries. The implementation of policy and the manner of delivery can, in particular, influence health, education, housing and employment outcomes, as much as policy design itself. An improvement in outcomes requires a greater emphasis on collaboration and co-ordination across the relevant Government agencies. Real and meaningful collaboration ultimately depends upon the willingness of organisations to give up some autonomy, and work together. The Ministry is working with other agencies to:

- better understand the impacts of government policies and interventions on outcomes
- increase the public sector capability in cross-sector strategic social policy
- generate a widespread commitment to thinking and working collaboratively across the social sector from policy design through funding and delivery to evaluation
- develop a common statistical information base (data standards) upon which policy advice can draw
- recognising that one size does not fit all, to explore innovative approaches which allow communities, Māori and volunteer organisations to develop their own responses to local problems.

As a result the Ministry has identified the following key priorities for 2000/2001 to help the government achieve their goals:

- The development of a capacity to provide strategic social policy advice.
- The development of new approaches to social assistance to protect people from hardship and provide people with opportunities in society.
- The development of strategies to provide children with the opportunities they need to maximise their potential.
- The development of strategies to support a “strong community” approach to social well-being.
- The development of strategies in partnership with Māori to ensure progress towards parity in social and economic outcomes between Māori and non-Māori.
- The development of policies to support access to affordable housing.

### Housing

- Implementation from December 2000 of the payment of income related rental subsidy to Housing New Zealand, so that tenants on low incomes receive rental rebates to keep their rental costs to no more than 25% of income.

### *Linkages Between the Output Classes and the Government's Goals*

The following table shows the linkages between the classes of outputs being purchased from the Ministry of Social Policy and the Government's goals.

| Output Classes                  | Related Government Goal   |
|---------------------------------|---|
| Policy and Purchase Advice (D1) | <p>Contributes to the Government's strategic direction and overarching goals in the areas of:</p> <p>Strengthen National Identity and Uphold the Principles of the Treaty of Waitangi (1)</p> <p>Grow an Inclusive, Innovative Economy for the Benefit of All (2)</p> <p>Restore Trust in Government and Provide Strong Social Services (3)</p> <p>Improve New Zealanders' Skills (4)</p> <p>Close the Gaps for Māori and Pacific People in Health, Education, Employment and Housing (5) by providing:</p> <ul style="list-style-type: none"> <li>• strategic policy advice that considers long run social implications of policy change</li> <li>• policy advice on income support, child, family, community and housing issues</li> <li>• purchase advice on the efficiency and effectiveness of services</li> <li>• monitoring commentary on service delivery in the sector.</li> </ul> |

| Output Classes  | Related Government Goal   |
|---|---|
| Information Technology Services to other Departments (D2) | <p>Contributes to the Government's strategic direction and overarching goals in the area of:</p> <ul style="list-style-type: none"> <li>• Restore Trust in Government and Provide Strong Social Services (3) by providing an efficient and responsive information technology infrastructure services to the DWI and the DCYFS.</li> </ul> |

### *Linkages Between the Non-Departmental Output Classes and the Government's Goals*

The links between the Government's goals and the classes of non-departmental output classes to be purchased are:

| Non-Departmental Output Class Category | Related Government Goal  |
|--|--|
| Commissioner for Children (O1)         | <p>Contributes to the Government's strategic direction and overarching goals in the areas of:</p> <ul style="list-style-type: none"> <li>• Strengthen National Identity and Uphold the Principles of the Treaty of Waitangi (1)</li> <li>• Restore Trust in Government and Provide Strong Social Services (3)</li> <li>• Close the Gaps for Māori and Pacific People in Health, Education, Employment and Housing (5) by funding the Commissioner to raise the level of public awareness regarding the care and protection of children and young persons. The Commissioner's role also includes advocacy on behalf of children and young persons and monitoring the activities of the Department of Child, Youth and Family Services in administering the Children, Young Persons and their Families Act 1989 (CYP&amp;F Act). The Commissioner also undertakes and promotes research into matters relating to the welfare of children and young persons.</li> </ul> |
| Retirement Commissioner (O2)           | <p>Contributes to the Government's strategic direction and overarching goals in the areas of:</p> <ul style="list-style-type: none"> <li>• Grow an Inclusive, Innovative Economy for the Benefit of All (2)</li> <li>• Restore Trust in Government and Provide Strong Social Services (3) by funding the Commissioner to develop and maintain a public education programme, monitor the effects and effectiveness of retirement income policies, undertake a savings survey and provide advice to the Minister of Social Services and Employment on retirement income issues.</li> </ul>   |

## Part A2 - Trends in Vote Social Services

### *Introduction*

Until 30 September 1999 Vote Social Services resourced three business units of the Department of Social Welfare – Children, Young Persons and their Families Agency, Social Policy Agency and Corporate Office.

On 1 October 1999, the Children, Young Persons and their Families Agency left the Department of Social Welfare to become the Department of Child, Youth and Family Services resourced from Vote Child, Youth and Family Services. On this date the Department of Social Welfare's remaining two business units were merged and, together with the new Purchase and Monitoring function, became the Ministry of Social Policy.

The creation of DCYFS is the primary reason that the departmental expenditure in Vote Social Services reduces in 1999/00 and 2000/01.

### *Change in Departmental and Vote Structures*

In the 1999/2000 year Vote Social Services contained a Transition output class, appropriated to fund the costs of establishing the Department of Child, Youth and Family Services to 30 September 1999, and the costs of establishing the Ministry of Social Policy. This output class ceases at 30 June 2000.

In the 2000/01 year Vote Social Services includes two classes of Benefit and Other Unrequited Expenses. These are Housing Assistance and the new Income Related Rental Subsidy. Work will be undertaken in the 2000/01 year to examine the most appropriate Vote to deliver housing services, policy and purchase/monitoring advice (see note 3). These are the responsibility of the Minister of Housing.

### *Output Trends 1995/96 to 1999/2000*

#### **Departmental outputs**

The increase in departmental expenditure from 1995/96 to 1997/98 was largely driven by the Government's decision to increase the purchase of services from the Department of Social Welfare (predominantly CYPFS).

The decline in departmental expenditure in 1998/99 reflects the transfer of Income Support outputs to Vote Work and Income.

The decline in departmental expenditure in 1999/2000 reflects the transfer of CYPFA outputs to Vote Child, Youth and Family Services on 1 October 1999.

#### **Non-departmental output classes**

The majority of non departmental output classes have been transferred to Vote Child, Youth and Family Services on 1 October 1999.

Vote Social Services retains appropriations for the Retirement Commissioner and the Commissioner for Children.

#### **Benefits and other unrequited expenses**

The appropriation for Income Support payments were previously in this vote, these were transferred to Vote Work and Income effective from 1 October 1998.

This year Vote Social Services contains two benefits related to provision of housing services. They are Housing Assistance and Income Related Rental Subsidy. They differ from most benefits because they are paid to Crown Entities and/or other mortgage providers rather than to individuals (see note 3). These are the responsibility of the Minister of Housing.

### *Analysis by Appropriation Type: 1999/2000 and 2000/01 Compared*

#### **Departmental output classes**

The Government's decision to form the Ministry of Social Policy and to create the Department of Child, Youth and Family Services from the Department of Social Welfare had a significant impact on the appropriation in Vote Social Services in 2000/2001.

In 1999/2000 the following amounts were appropriated for Child, Youth and Family Services:

- \$292.580 million for Departmental Output Classes
- \$64.122 million for Non Departmental Output Classes
- \$0.965 million for Other Expenses to be incurred by the Crown
- \$14.912 million for Capital Contributions to other Persons or Organisations.

These appropriations have mostly transferred to Vote Child, Youth and Family Services. However, net corporate overhead and information technology charges (\$45.515 million) have been transferred to the two new output classes in Vote Social Services.

These corporate overhead and information technology charges were recorded in CYPFA outputs until 30 September 1999. From 1 October 1999 they were recorded in the two new output classes in Vote Social Services. In 2000/01 these costs are recorded in the Vote Social Services outputs for a full year.

Other changes have had minor impacts. These are the Government's decisions to:

- curtail the Work Capacity Design and Evaluation project
- a fiscally neutral transfer from the Ministry of Research Science and Technology to support cross-departmental research for Achieving Effective Outcomes in Youth Justice project and Family Dynamics/Family Effectiveness project
- new funding which includes Investing in Māori communities through needs assessment and whanau development
- new funding for building relationships with the voluntary sector.

#### **Non-departmental output classes**

The major reason for the reduction in non-departmental expenditure is the transfer of the majority of former Vote Social Services non departmental output classes to Vote Child, Youth and Family Services.

#### **Benefits and other unrequited expenses**

Vote Social Services includes Housing Assistance, transferred from Vote Housing and the new benefit Income Related Rental Subsidy.



## Trends in Vote Social Services - Summary of Appropriations and Crown Revenue

| Types of Appropriation                               | 1995/96      | 1996/97      | 1997/98      | 1998/99      | 1999/2000    |                        | 2000/01 Appropriations to be Used        |     |                                   |     |             | Total \$000 |
|--|--------------|--------------|--------------|--------------|--------------|------------------------|--|-----|-----------------------------------|-----|-------------|-------------|
|  | Actual \$000 | Actual \$000 | Actual \$000 | Actual \$000 | Budget \$000 | Estimated Actual \$000 | By the Department Administering the Vote |     | For Non-Departmental Transactions |     | Other \$000 | Total \$000 |
|  |              |              |              |              |              |                        |  |     |                                   |     |             |             |
| <b>Operating Flows</b>                               |              |              |              |              |              |                        |  |     |                                   |     |             |             |
| Classes of Outputs to be Supplied                    | 615,494      | 630,057      | 632,882      | 447,976      | 159,223      | 159,223                | 81,390                                   | -   | 5,735                             | -   | -           | 87,125      |
| Benefits and Other Unrequited Expenses               | 9,870,467    | 10,336,551   | 10,756,284   | 2,720,595    | -            | -                      | N/A                                      | N/A | 145,586                           | -   | -           | 145,586     |
| Borrowing Expenses                                   | -            | -            | -            | -            | -            | -                      | N/A                                      | N/A | -                                 | -   | -           | -           |
| Other Expenses                                       | 10,048       | 8,704        | 5,226        | 10,434       | 7            | 7                      | -  | -   | -                                 | -   | -           | -           |
| <b>Capital Flows</b>                                 |              |              |              |              |              |                        |  |     |                                   |     |             |             |
| Capital Contributions                                | 95,641       | 92,585       | 87,596       | 25,369       | -            | -                      | -  | -   | -                                 | -   | -           | -           |
| Purchase or Development of Capital Assets            | -            | -            | -            | -            | -            | -                      | N/A                                      | N/A | -                                 | -   | -           | -           |
| Repayment of Debt                                    | -            | -            | -            | -            | -            | -                      | N/A                                      | N/A | -                                 | -   | -           | -           |
| <b>Total Appropriations</b>                          | 10,591,650   | 11,067,897   | 11,481,988   | 3,204,374    | 159,230      | 159,230                | 81,390                                   | -   | 151,321                           | -   | -           | 232,711     |
| <b>Total Crown Revenue and Receipts (see note 1)</b> | 245,203      | 258,515      | 316,881      | 84,738       | -            | -                      | N/A                                      | N/A | N/A                               | N/A | N/A         | -           |

## Part B - Statement of Appropriations

### Part B1 - Details of 2000/01 Appropriations (see note 2)

|  | 1999/2000    |             |                  |             | 2000/01      |             |  |
|--|--------------|-------------|------------------|-------------|--------------|-------------|--|
|  | Vote         |             | Estimated Actual |             | Vote         |             | Description of 2000/01 Appropriations  |
|  | Annual \$000 | Other \$000 | Annual \$000     | Other \$000 | Annual \$000 | Other \$000 |  |
| Appropriations   |              |             |                  |             |              |             |  |
| <b>Departmental Output Classes (Mode B Gross)</b>                                    |              |             |                  |             |              |             |  |
| <b>Ministry of Social Policy</b>   |              |             |                  |             |              |             |  |
| D1 Policy & Purchase Advice  | 24,230       | -           | 24,230           | -           | 31,369       | -           | The purchase of policy advice covering both strategic social policy and service policy, and purchase and monitoring advice in regard to social service sector delivery agencies. The figures shown for 1999/2000 are for 9 months from 1 October 1999.                               |
| D2 Information Technology Services to other Departments                              | 42,584       | -           | 42,584           | -           | 50,021       | -           | The provision of an IT infrastructure for the Department of Work and Income, the Department of Child, Youth and Family Services and the Ministry of Social Policy. The figures shown for 1999/2000 are for 9 months from 1 October 1999.   |
| <b>Children, Young Persons and Their Families Agency</b>                             |              |             |                  |             |              |             |  |
| Prevention Services for the Well-being of Children, Young Persons and Their Families | 1,468        | -           | 1,468            | -           | -            | -           | The purchase of public education programmes, advice and access services that promote the well-being of children, young persons and their families in accordance with the CYP&F Act. This includes management of CYPFA intake.  |
| Approval and Contracting of Social and Welfare Services                              | 2,227        | -           | 2,227            | -           | -            | -           | The purchase of services to manage the Government's funding of social and welfare services provided by other parties through a prioritised purchase plan, contracting and monitoring non-government organisations to implement the plan, and approval of providers of such services. |

|  |         |   |         |   |   |   |        |   |
|--|---------|---|---------|---|---|---|--------|---|
| Social Work Services   | 57,945  | - | 57,945  | - | - | - | -      | The purchase of all social work services that protect children and young persons and provide the resolution of behaviour and relationship difficulties. It includes the purchase of care services for youth who have offended and children or young people who are in the Director General's custody by order or agreement.   |
| Family Group Conference Services   | 4,091   | - | 4,091   | - | - | - | -      | The purchase of the management of care and protection and youth justice family group conferences and related services to children, young persons and their families in accordance with the CYP&F Act.   |
| Adoption Services  | 1,869   | - | 1,869   | - | - | - | -      | The purchase of management services (including education, assessment, screening and reporting to court) to all parties involved with adoption related matters; outputs include local adoption, inter-country adoption, and provision of adult adoption information services.  |
| <b>Social Policy Agency</b>  |         |   |         |   |   |   |        |   |
| Policy Advice  | 4,519   | - | 4,519   | - | - | - | -      | The purchase of policy advice covering a wide range of social policy issues, included income support, children and young persons' services, community funding issues and advice on the integrated design and coordination of social assistance across a range of Government programmes. This output also included purchase and monitoring advice related to DWI, HCNZ, Community Housing Ltd and the Department of Child, Youth and Family Services. This output ceased on 30 September 1999. |
| <b>Ministerial Servicing Unit</b>  |         |   |         |   |   |   |        |   |
| Ministerial Servicing and Support  | 547     | - | 547     | - | - | - | -      | The purchase of services including draft ministerial replies; replies to Parliamentary questions and replies required by legislation; and administrative support and payments to ministerial and statutory advisory bodies.   |
| Transition   | 1,520   | - | 1,520   | - | - | - | -      | The purchase of services related to the establishment of the Department of Child, Youth and Family Services on 1 October 1999.  |
| <b>Total Appropriations for Departmental Output Classes (Mode B Gross)</b> | 141,000 | - | 141,000 | - | - | - | 81,390 | Refer to Part C1 for a full description.  |

**Part B1 - Details of 2000/01 Appropriations (continued)**

|  | 1999/2000    |             |                  | 2000/01     |              |  |
|--|--------------|-------------|------------------|-------------|--------------|--|
|  | Vote         |             | Estimated Actual | Vote        |              |  |
| Appropriations                                 | Annual \$000 | Other \$000 | Annual \$000     | Other \$000 | Annual \$000 | Other \$000  |
| <b>Non-Departmental Output Classes</b>         |              |             |                  |             |              |  |
| <b>Commissioners</b>                           |              |             |                  |             |              |  |
| O1 Commissioner for Children                   | 952          | -           | 952              | -           | <b>952</b>   | -  |
|  |              |             |                  |             |              | The purchase of services from the Commissioner for Children including the identification of aspects of law, policy and practice that might adversely affect children and the development and proposal of remedies. It also includes discharge of the Commissioner's duties under the CYP&F Act.                    |
| O2 Retirement Commissioner                     | 4,507        | -           | 4,507            | -           | <b>4,783</b> | -  |
|  |              |             |                  |             |              | Purchase of services from the Retirement Commissioner to develop and promote methods of improving the effectiveness of retirement income policies. This is achieved through evaluation, the publishing of information and the delivery of a comprehensive public education programme on retirement savings issues. |
| <b>Services to Families in Need of Support</b> |              |             |                  |             |              |  |
| Child and Youth Support and Rehabilitation     | 1,267        | -           | 1,267            | -           | -            | -  |
|  |              |             |                  |             |              | Securing the supply of planned activities and rehabilitation programmes occurring outside school hours or during school holidays including intensive life skills training and esteem building for children and young people.   |
| Counselling/Therapy                            | 3,350        | -           | 3,350            | -           | -            | -  |
|  |              |             |                  |             |              | Securing the supply of crisis and post-crisis counselling and therapy, and in-depth advice and assistance to individuals, couples and families in financial difficulties with particular needs.  |
| Co-ordinated Family Services                   | 851          | -           | 851              | -           | -            | -  |
|  |              |             |                  |             |              | Funding for Family Start early intervention programmes for high risk families and six family service centres that provide a holistic service including early childhood education, home instruction for preschool youngsters, home-based and other social work support and health services.                         |
| Family/Whanau Home Based Support               | 1,850        | -           | 1,850            | -           | -            | -  |
|  |              |             |                  |             |              | Funding of family/whanau home-based support services including social work support and practical assistance for at risk children, young persons and their families.  |

|   |        |   |        |   |   |   |       |  |
|---|--------|---|--------|---|---|---|-------|--|
| Family/Whanau Life Skills Development                           | 1,749  | - | 1,749  | - | - | - | -     | Securing the supply of life skills development programmes which include family living skills for groups of individuals and families with services primarily delivered outside the home.  |
| Residential Care  | 1,300  | - | 1,300  | - | - | - | -     | Securing the supply of residential care placements and/or supervision arrangements for children and young people in need of care and protection including foster parents, whanau, aiga or in a family home.  |
| <b>Services to Promote Community Welfare</b>                    |        |   |        |   |   |   |       |  |
| Emergency Accommodation and Short Term Support Accommodation    | 265    | - | 265    | - | - | - | -     | Securing the supply of emergency accommodation assistance to provide temporary shelter for those who have difficulty in accessing permanent housing and funding of short-term support accommodation for individuals and families who need intensive multi-faceted support.   |
| General Advice and Information                                  | 791    | - | 791    | - | - | - | -     | Securing the supply of general advice and information services to increase the resources to individuals and families to meet their own social and welfare needs.   |
| Community Housing   | 21     | - | 21     | - | - | - | -     | Securing the supply of community houses that provide residential accommodation for justice-related outputs, and non-residential child focused advice services for education-related outputs.   |
| Refuge  | 1,148  | - | 1,148  | - | - | - | -     | Funding refuges that provide safe houses for women and their children leaving violent relationships. Safe houses provide a comprehensive range of services including advice and transport.   |
| <b>Industry Training</b>  |        |   |        |   |   |   |       |  |
| Support for the Industry Training Organisation                  | 172    | - | 172    | - | - | - | -     | Contributes funding for the outputs delivered by the Industry Training Organisation for the Social Services. This is the nationally recognised body, under the Industry Training Act 1992, responsible for establishing national standards and qualifications in social work, community work, youth work and counselling services. |
| <b>Total Appropriations for Non-Departmental Output Classes</b> | 18,223 | - | 18,223 | - | - | - | 5,735 | Refer to Part C2 for a full description.   |

### Part B1 - Details of 2000/01 Appropriations (continued)

|  | 1999/2000    |             |                  | 2000/01     |              |             | Description of 2000/01 Appropriations   |
|--|--------------|-------------|------------------|-------------|--------------|-------------|---|
|  | Vote         |             | Estimated Actual | Vote        |              | Other \$000 |   |
| Appropriations   | Annual \$000 | Other \$000 | Annual \$000     | Other \$000 | Annual \$000 | Other \$000 |   |
| <b>Benefits and Other Unrequited Expenses (see note 3)</b>                 |              |             |                  |             |              |             |   |
| Housing Assistance   | -            | -           | -                | -           | 1,000        | -           | Payments made to HCNZ and other mortgage providers to cover the difference between the cost of funds borrowed and the rate at which funds are lent. Formerly in Vote Housing.   |
| Income Related Rental Subsidy  | -            | -           | -                | -           | 144,586      | -           | Payment to HNZ (via a s.7 contract under the Housing Restructuring Act 1992) to compensate the company for the difference between assessed income-related rentals that eligible tenants will be charged and market rentals.             |
| <b>Total Appropriations for Benefits and Other Unrequited Expenses</b>     | -            | -           | -                | -           | 145,586      | -           | Refer to Part D1 for a full description.  |
| <b>Other Expenses to be Incurred by the Crown</b>                          |              |             |                  |             |              |             |   |
| Contingency and Innovations Fund   | 7            | -           | 7                | -           | -            | -           | Contributes to the funding of a social or welfare service experiencing unforeseen financial difficulty or the purchase of innovative proposals for the delivery of social and welfare services to meet outcomes sought by the Minister. |
| <b>Total Appropriations for Other Expenses to be Incurred by the Crown</b> | 7            | -           | 7                | -           | -            | -           |   |
| <b>Total Appropriations</b>  | 159,230      | -           | 159,230          | -           | 232,711      | -           |   |

## Part C - Explanation of Appropriations for Output Classes

### Part C1 - Departmental Output Classes

For more detailed analysis of Departmental Output Classes, including financial and non-financial performance measures, please refer to the Ministry of Social Policy's Departmental Forecast Report (DFR).

#### *Output Class D1 – Policy and Purchase Advice*

##### **Description**

In this output class the Minister of Social Services and Employment purchases the provision of strategic policy advice, policy advice, purchase and monitoring advice and ministerial services.

The Minister of Social Services and Employment will expect advice and services in the following areas:

- Policy Advice in relation to:
  - the development of a broad social policy framework to ensure Government has access to strategic advice on the “big picture” for social policy
  - the development of new approaches to social assistance to protect people from hardship and provide people with opportunities
  - the improvement of child and family outcomes over time by reducing barriers and enhancing opportunities
  - social and economic participation, by advising on the effect policy proposals have on social exclusion
  - ensuring progress towards parity in social and economic outcomes between Māori and non-Māori
  - the development of strategies to support access to affordable housing
  - senior citizens, including policies to promote positive ageing
  - strategic and intersectoral developments, such as Strengthening Families collaboration.
- Social science research, social programme evaluation, and forecasting demand driven Crown expenditure of welfare benefits.
- Policy management of the Social Security Act 1964, the CYPFA Act, and related legislation.
- Purchase and Monitoring advice in respect of services provided by:
  - The Department of Work and Income
  - The Department of Child, Youth and Family Services
  - Housing Corporation of New Zealand and its subsidiary Community Housing Ltd (includes purchase and ownership advice)

- Housing New Zealand (in respect of performance against social objectives)
- Retirement Commissioner
- Commissioner for Children
- Assisting the Minister of Housing to negotiate and administer a Section 7 contract with Housing New Zealand to reimburse it for implementation of the income related rents policy.
- Ministerial services include:
  - The provision of ministerial, advisory, support and administrative services to or on behalf of the Minister of Social Services and Employment and Ministerial Advisory Committees and groups.

### *Output Class D2 – Information Technology Services to Other Departments*

#### **Description**

In this output class the Minister of Social Services and Employment purchases the provision of an Information Technology (IT) infrastructure for the Department of Work and Income, the Department of Child, Youth and Family Services and the Ministry of Social Policy. The infrastructure provides a digital network (including switches, servers, routers and hubs) that is maintained by a series of technical, security and data standards, IT policies and appropriate software tools. It allows social sector data to be collected on to a common database, Information Analysis Platform (IAP). A new service is the replacement of PABX by 'Voice over Internet Protocol' (VoIP).

As well as the IT infrastructure, this output class includes the provision of advice on IT trends and delivery impact assessments, the negotiation of common contracts (cellular, software), and the monitoring of IT infrastructure performance.

## **Part C2 - Non-Departmental Output Classes**

### *Output Class O1 - Commissioner for Children*

#### **Description**

The Commissioner for Children identifies aspects of law, policy and practice that might adversely affect children and develops and proposes remedies.

Section 411 of the CYP&F Act provides the Commissioner's functions and objectives:

- To investigate any decision or recommendation made, or any act done or omitted, under this Act in respect of any child or young person in that child's or young person's personal capacity.
- To monitor and assess the policies and practices of the Department of Child, Youth and Family Services, and of any other person, body, or organisation exercising or performing any function, duty or power conferred or imposed by or under this Act, particularly in relation to the exercise or performance of any function, duty, or power conferred or imposed by or under this Act.
- To encourage the development, within the Department of Child, Youth and Family Services, of policies and services designed to promote the welfare of children and young persons.



- To undertake and promote research into any matter relating to the welfare of children and young persons.
- To inquire generally into, and report on, any matter, including any enactment or law, or any practice or procedure, relating to the welfare of children and young persons.
- To receive and invite representations from members of the public on matters relating to the welfare of children and young persons.
- To increase public awareness of matters relating to the welfare of children and young persons.
- On the Commissioner's own initiative or at the request of the Minister, to advise the Minister on any matter relating to the administration of this Act.
- To keep under review, and make recommendations to, the working of this Act.

### Quantity, quality and cost

Work programme: outputs will be delivered in accordance with the Statement of Service Performance negotiated annually as part of the Performance Agreement with the Minister of Social Services and Employment.

| Performance Measure  | Performance Standard<br>2000/01 | Performance Standard<br>1999/2000 |
|--|---------------------------------|-----------------------------------|
| <u>Advice in Policy Development</u>  |                                 |                                   |
| Quantity   |                                 |                                   |
| Ministerial meetings and briefings   | 10                              | 10                                |
| Research projects  | 3                               | 3                                 |
| <u>Monitoring</u>  |                                 |                                   |
| Quantity   |                                 |                                   |
| Inquiries and complaints received by the Office  | 1,000                           | 1,000                             |
| Reviewing Child Youth and Family child death reviews   | 12                              | 12                                |
| Timeliness   |                                 |                                   |
| All inquiries and complaints acknowledged within 5 working days  | 90%                             | 90%                               |
| Child death reviews completed within 4 months of receipt of Child Youth and Family information                     | 90%                             | 90%                               |
| <u>Public awareness and advocacy</u>   |                                 |                                   |
| Quantity   |                                 |                                   |
| Respond to information and resource requests (estimate, these are demand driven)                                   | 350                             | 350                               |
| Timeliness   |                                 |                                   |
| Percentage of advice to be delivered to the Minister of Social Services and Employment within negotiated deadlines | 95%                             | N/A                               |

**Cost**

| Year      | Cost<br>GST incl<br>\$000 |
|-----------|---------------------------|
| 2000/01   | 952                       |
| 1999/2000 | 952                       |

***Output Class O2 - Retirement Commissioner*****Description**

The Retirement Commissioner provides the Minister of Social Services and Employment with the following services:

- Promotion and development of methods of improving effectiveness of retirement income policies.
- Encouragement of voluntary savings for retirement.
- Monitoring effects of retirement income policies.
- Advice on tasks and information required for periodic reports.
- Advice on retirement income issues.
- Monitoring of effectiveness of the Savings and Insurance Ombudsmen.
- Information collection and publication.
- Delivery of a comprehensive public education campaign on retirement income issues.

**Quantity, timeliness and cost**

Work programme: outputs will be delivered in accordance with the Purchase Agreement negotiated annually with the Minister of Social Services and Employment.

| Performance Measure   | Performance Standard<br>2000/01 | Performance Standard<br>1999/2000 |
|---|---------------------------------|-----------------------------------|
| <b><u>Quantity</u></b>  |                                 |                                   |
| Research and monitoring projects on retirement savings behaviour  | 7                               | 7                                 |
| Savings survey  | 1                               | 1                                 |
| Development and delivery of a programme aimed at educating and informing New Zealanders on retirement income issues | 1 programme                     | 1 programme                       |

Quality

The Minister will be invited to assess the advice and support received in terms of quality, quantity and timeliness.

Independent review panels will assess the appropriateness of the research projects and education programmes.

Timeliness

Key dates as specified in the project plans will be met and reflect agreed priorities.

Cost

| Year      | Cost<br>GST incl<br>\$000 |
|-----------|---------------------------|
| 2000/01   | 4,783                     |
| 1999/2000 | 4,450                     |

## Part D - Explanation of Appropriations for Other Operating Flows

### **Part D1 – Benefits and Other Unrequited Expenses**

- Income Related rentals for eligible HNZ tenants are governed by the Housing Restructuring (Income Related Rents) Amendment Bill (2000), and will be introduced from 1 December 2000.
- Those Housing New Zealand tenants on low incomes, that is income less than the rate of New Zealand superannuation will pay no more than 25% of their income on rent. Those with higher incomes will have an appropriate income-related rent calculated using a formula set out in the Bill. The incomes assessed will be those of the signatories to the Tenancy Agreement and their partners. In no case will the income related rent exceed the market rent for the property.
- Assistance to Housing New Zealand tenants will be through rent rebates, and they will no longer be eligible for Accommodation Supplement, Tenure Protection Allowance or the Student Accommodation Benefit.

### **Part D2 - Borrowing Expenses**

There is no appropriation for Part D2.

### **Part D3 - Other Expenses**

There is no appropriation for Part D3.

## Part E - Explanation of Appropriations for Capital Flows

### Part E1 - Capital Contributions

There is no appropriation for Part E1.

### Statement of Estimated and Forecast Net Worth

|                                    | Balance Date | Estimated Net Worth 2000<br>\$ million | Forecast Net Worth 2001<br>\$ million |
|------------------------------------|--------------|--|---------------------------------------|
| <u>Ministry of Social Policy</u>   | 30 June      | 38.101                                 | 38.101                                |
| Crown Entities:                    |              |  |                                       |
| Artificial Limb Board              | 30 June      | 4.500                                  | 4.500                                 |
| Commissioner for Children          | 30 June      | 0.155                                  | 0.155                                 |
| Housing Corporation of New Zealand | 30 June      | 54.000                                 | 54.000                                |
| Retirement Commissioner            | 30 June      | 0.650                                  | 0.200                                 |

### *Explanation of Movements*

The Department of Social Welfare ceased to exist on 1 October 1999. The Social Policy Agency integrated with the Corporate Office and the newly established Purchase and Monitoring Group to form the new Ministry of Social Policy (MSP).

### Part E2 - Purchase or Development of Capital Assets by the Crown

There is no appropriation for Part E2.

### Part E3 - Repayment of Debt

There is no appropriation for Part E3.

## Part F - Crown Revenue and Receipts

### **Part F1 - Current and Capital Revenue and Receipts**

Not applicable.