

# *Performance Information for Appropriations*

## *Vote Internal Affairs*

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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 2008/09 financial year covering the following:

#### Departmental Appropriations

- A total of nearly \$899,000 (1% of total departmental appropriations in this Vote) for contestable services, including the provision of translation and other foreign language services to Ministers and third parties.
- A total of nearly \$89.531 million (67% of total departmental appropriations in this Vote) for identity services including issuing New Zealand passports, processing citizenship applications and the registration of births, deaths, marriages and civil unions.
- A total of just over \$8.093 million (6% 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 nearly \$4.493 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; the performance of and appointments to Crown entities; appointments to statutory bodies; and drafting ministerial correspondence and questions.
- A total of nearly \$25.306 million (19% of total departmental appropriations in this Vote) for operational policy advice and services to regulate, monitor and enforce gambling activity; and to services to monitor and enforce objectionable material and unsolicited electronic messages.
- A total of nearly \$5.007 million (4% of total departmental appropriations in this Vote) for services relating to ethnic affairs involving policy advice, ministerial services and the provision of advisory and information services to ethnic communities.

#### Non-Departmental Appropriations

- A total of nearly \$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 nearly \$32.846 million to be spent over a four-year period on the “Significant Community Based Projects Fund” to support major community-based projects of national or regional significance.
- A total of nearly \$49,000 for Crown grants to a range of community organisations.
- A total of nearly \$304,000 for fees for public inquiries and investigations.

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 - Themes / Sub-themes	Government Outcomes
Classification of Films, Videos and Publications		Safer Communities
Contestable Services	Economic transformation - translation and other foreign languages services can help facilitate travel and trade.	Executive Government is Well Supported (Objective)
Identity Services	Economic transformation - identity services (passports and other travel documents) can help facilitate travel and trade. National identity - records of identity formalise key aspects of our identity as New Zealanders.	New Zealand's Approach to Identity is Trusted and Well-Led Strong, Sustainable Communities/Hapū/Iwi
Miscellaneous Grants - Internal Affairs	Families - young and old - helping communities to identify and provide for enhanced social outcomes across the entire range of social, health and safety sub-themes.	Strong, Sustainable Communities/Hapū/Iwi
Policy and Advisory Services: • Information and Advisory Services		Executive Government is Well Supported (Objective)
Policy and Advisory Services: • Policy Advice - Internal Affairs	Families - young and old - policy advice on fire, gambling and objectionable material contributes to safer communities. National identity - policy advice on identity contributes to formalising key aspects of our identity as New Zealanders.	Strong, Sustainable Communities/Hapū/Iwi Safer Communities New Zealand's Approach to Identity is Trusted and Well-Led Executive Government is Well Supported (Objective)
Public Inquiries		Executive Government is Well Supported (Objective)
Regulatory Services	Families - young and old - effective regulation and enforcement for gambling, and effective enforcement for objectionable publications and unsolicited electronic messages contributes to safer communities.	Safer Communities
Services for Ethnic Affairs	Economic transformation - services for ethnic affairs support the skills, contacts, and networks of ethnic people to help New Zealand develop new markets and opportunities overseas. National identity - services for ethnic affairs provide a point of contact between government and ethnic people and encourage them to participate in New Zealand society.	Strong, Sustainable Communities/Hapū/Iwi
Significant Community Based Projects Fund	Families - young and old - helping communities to identify and provide for enhanced social outcomes across the entire range of social, health and safety sub-themes.	Strong, Sustainable Communities/Hapū/Iwi

## Part 1.3 - Trends in the Vote

### Summary of Financial Activity

	2003/04	2004/05	2005/06	2006/07	2007/08		2008/09			2009/10	2010/11	2011/12
	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
<b>Appropriations</b>												
Output Expenses	85,082	98,146	122,719	134,985	134,834	129,786	133,329	1,960	135,289	131,455	142,091	148,747
Benefits and Other Unrequited Expenses	-	-	-	-	-	-	N/A	-	-	-	-	-
Borrowing Expenses	-	-	-	-	-	-	-	-	-	-	-	-
Other Expenses	76	5,065	200	78	514	514	-	353	353	49	49	49
Capital Expenditure	8,962	6,789	11,339	11,367	-	-	-	-	-	-	-	-
Intelligence and Security Department Expenses and Capital Expenditure	-	-	-	-	-	-	-	N/A	-	-	-	-
<b>Total Appropriations</b>	<b>94,120</b>	<b>110,000</b>	<b>134,258</b>	<b>146,430</b>	<b>135,348</b>	<b>130,300</b>	<b>133,329</b>	<b>2,313</b>	<b>135,642</b>	<b>131,504</b>	<b>142,140</b>	<b>148,796</b>
<b>Crown Revenue and Receipts</b>												
Tax Revenue	-	-	-	-	-	-	N/A	N/A	-	-	-	-
Non-Tax Revenue	3	94	7	9	-	-	N/A	N/A	-	-	-	-
Capital Receipts	-	-	-	-	-	-	N/A	N/A	-	-	-	-
<b>Total Crown Revenue and Receipts</b>	<b>3</b>	<b>94</b>	<b>7</b>	<b>9</b>	<b>-</b>	<b>-</b>	<b>N/A</b>	<b>N/A</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

## Budget Policy Initiatives

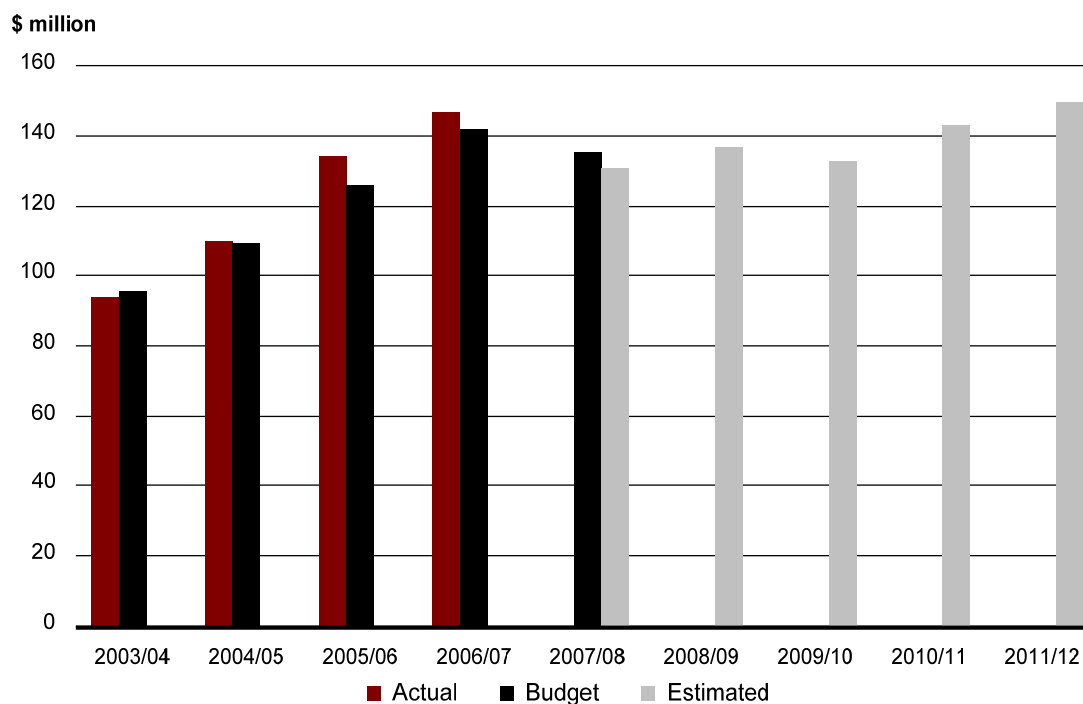
Policy Initiative	Appropriation	2007/08 Budgeted \$000	2008/09 Budget \$000	2009/10 Estimated \$000	2010/11 Estimated \$000	2011/12 Estimated \$000
Strong, connected and participating diverse ethnic communities	Services for Ethnic Affairs	-	500	500	500	500
Laying the Foundation - Sustainable Accommodation	Identity Services	-	120	-	-	-
Expert panel and Citizens' Forum on Electoral System and State Funding	Policy and Advisory Services	1,211	3,363	-	-	-
Migrant Levy allocation	Services for Ethnic Affairs	256	435	330	332	232
Gambling licensing and compliance activities	Regulatory Services	2,145	1,236	1,077	840	505
Historical Abuse Claims	Policy and Advisory Services	597	1,650	1,650	1,650	1,650
Royal Commission on Auckland Governance	Policy and Advisory Services	2,969	1,814	-	-	-

## Analysis of Significant Trends

### Total Vote: all appropriations

Trends in comparative actual and estimated total expenses are shown in Figure 1 below, including budgeted and estimated actual figures for the preceding year.

**Figure 1** - Trends in total actual and estimated expenses



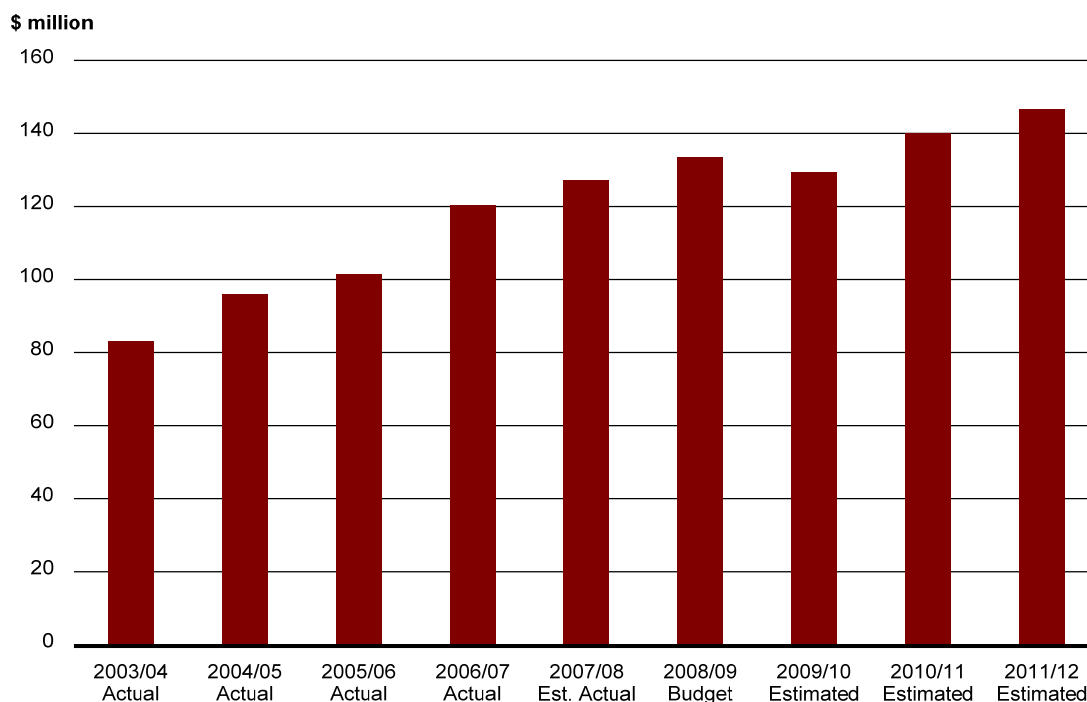
Source: Department of Internal Affairs

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

Details of significant movements within each appropriation category are detailed below.

## Departmental output expenses

**Figure 2** - Trends in departmental output expenses



Source: Department of Internal Affairs

The baseline increased in 2004/05 due to the costs of implementing the provisions of the Gambling Act 2003, an increase in compliance with the censorship laws, implementation of authentication services for the State Services Commission, pilot of the "Language Line" telephone interpreting services, and for a full year of operation for the Weathertight Homes Resolution Service.

In 2005/06, expenditure increased due to funding for the administration of the Significant Community Based Project Fund, the Commission of Inquiry into Police Conduct, the Confidential Forum for Former In-Patients of Psychiatric Hospitals, the upgrade of Information and Technology Infrastructure, funding for the implementation and operation of the electronic monitoring system under the Gambling Act 2003 and funding for increased security measures for Identity Services systems and products.

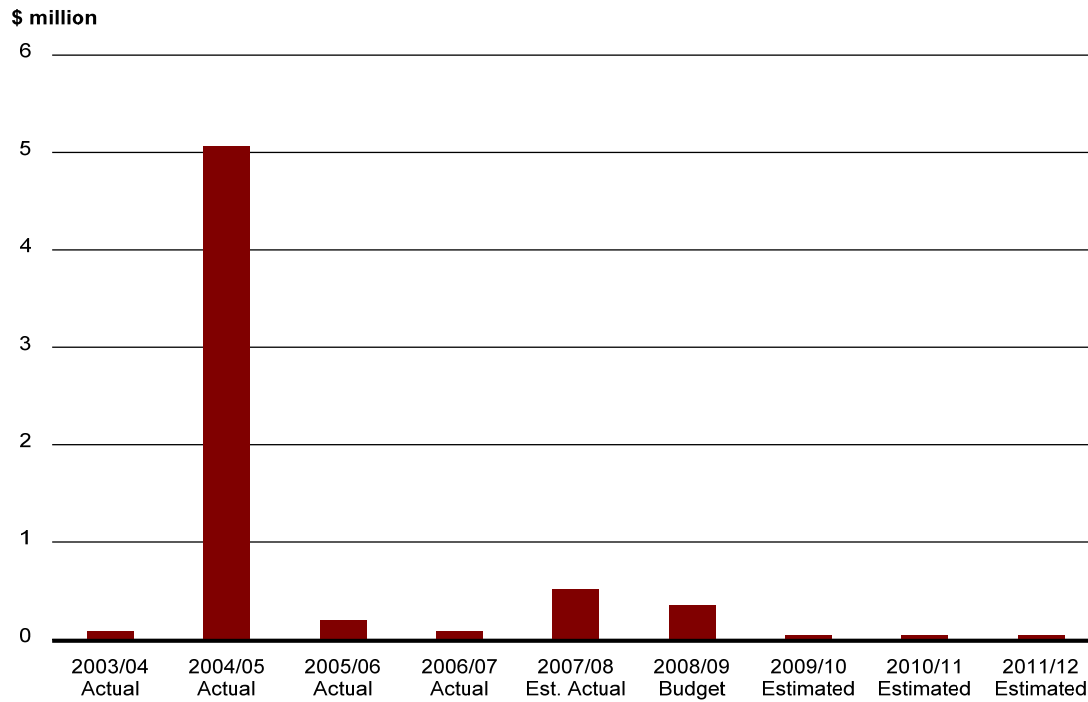
The Weathertight Homes Resolution Service transferred to the Department of Building and Housing with effect from 1 July 2005.

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, 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. From 2009/10, demand for passport products is forecast to increase due to the change in validity from 10 to 5 years for a passport.

## Non-departmental other expenses

**Figure 3** - Trends in non-departmental other expenses



Source: Department of Internal Affairs

In 2004/05 one-off funding was provided for the Chinese Poll Tax Reconciliation Trust to preserve and support the Chinese New Zealand history, language and culture; and for fees related to the Commission of Inquiry into Police Conduct, the Ministerial Review into Allegations of Abuse at the Regular Force Cadet School and the Confidential Forum for Former In-Patients of Psychiatric Hospitals.

## 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
Objective: Executive Government is Well Supported	Contestable Services
Outcome: New Zealand's Approach to Identity is Trusted and Well-Led: <ul style="list-style-type: none"> <li>• Good governance of identity for all New Zealanders</li> <li>• Reliable and accessible identity services enable transactions between individuals and government agencies</li> <li>• Identity management is secure and protects New Zealanders from fraud</li> </ul>	Identity Services
Objective: Executive Government is Well Supported: <ul style="list-style-type: none"> <li>• Trust in government is supported by the production of trustworthy official documents and processes that are seen to be independent</li> </ul>	Policy and Advisory Services MCOA - <ul style="list-style-type: none"> <li>• Information and Advisory Services</li> </ul>
Outcome: Strong, Sustainable Communities/Hapū/Iwi Outcome: Safer Communities Outcome: New Zealand's Approach to Identity is Trusted and Well-Led Objective: Executive Government is Well Supported	Policy and Advisory Services MCOA - <ul style="list-style-type: none"> <li>• Policy Advice - Internal Affairs</li> </ul>
Outcome: Safer Communities: <ul style="list-style-type: none"> <li>• Gambling is safe, fair, legal and honest</li> <li>• Harm from restricted and objectionable material has been minimised</li> </ul>	Regulatory Services
Outcome: Strong, Sustainable Communities/Hapū/Iwi: <ul style="list-style-type: none"> <li>• People engage with and participate in their communities</li> <li>• Communities recognise and enjoy the economic, social and cultural benefits of diversity</li> </ul>	Services for Ethnic Affairs

#### Contestable Services RDA (M41)

##### *Scope of Appropriation*

Providing translation and other foreign language services to Government and the public.

##### *Expenses and Revenue*

	2007/08		2008/09
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	1,068	1,046	899
Revenue from the Crown	-	-	-
Revenue from Others	1,068	1,059	899



### *Reasons for Change in Appropriation*

The decrease in this appropriation is largely due to lower recovery of rental from a sub-tenant.

### *Output Performance Measures and Standards*

Performance Measures	2007/08		2008/09
	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%

### *Current and Past Policy Initiatives*

Policy Initiative	Year of First Impact	2007/08 Budgeted \$000	2008/09 Budget \$000	2009/10 Estimated \$000	2010/11 Estimated \$000	2011/12 Estimated \$000
Upgrade of Information and Technology Infrastructure	2004/05	7	7	7	7	7

## **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 international government agencies, to enhance border and facilitate travel; working across government to develop authentication of identity and to facilitate good practice based on Evidence of Identity Standard.

### *Expenses and Revenue*

	2007/08		2008/09
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	88,535	85,529	89,531
Revenue from the Crown	10,176	10,176	9,972
Revenue from Others	77,390	77,390	73,607

*Output Performance Measures and Standards*

Performance Measures	2007/08		2008/09
	Budgeted Standard	Estimated Actual Standard	Budget Standard
<b>Citizenship</b>			
Percentage of citizenship documents issued without error is no less than:	99%	99%	99%
Percentage of applications for grant of citizenship recommended to the Minister within 4 months of receipt of a completed application is no less than:	Revised measure	80%	80%
Percentage of applications for registration of citizenship, not involving adoption, processed within 20 working days of receiving a completed application is no less than:	95%	95%	95%
Percentage of certificates of citizenship status issued within 20 working days of receipt of a completed application is no less than:	95%	95%	95%
<b>Activity Information<sup>1</sup></b>			
Number of applications for grant of citizenship to foreign nationals recommended to the Minister.	24,000 - 28,000	27,000 - 29,000	11,000 - 15,000
Number of registrations of citizenship by descent for New Zealanders born abroad.	5,000 - 6,000	6,000 - 7,000	6,500 - 8,500
Number of certificates of citizenship status issued.	3,500 - 4,000	3,500 - 4,000	3,500 - 4,000
<b>Passports</b>			
Percentage of passports, certificates and other identity documents issued without error is no less than:	99%	99%	99%
Percentage of passports issued within 10 working days for standard passports, and three working days for urgent passports, on receipt of a completed application is no less than:	99%	99%	99%
<b>Activity Information<sup>1</sup></b>			
Number of passports issued in standard service.	350,000 - 392,000	350,000 - 392,000	378,000 - 434,000
Number of passports issued in urgent service.	33,000 - 43,000	33,000 - 43,000	32,000 - 40,000
Number of travel documents issued.	1,100 - 1,500	1,100 - 1,500	1,000 - 1,400
<b>Births, Deaths, Marriages and Civil Unions</b>			
Percentage of birth, death, marriage and civil union information registered without error is no less than:	99%	99%	99%
Percentage of birth, death, marriage and civil certificates issued without error is no less than:	99%	99%	99%
Percentage of deaths registered within 3 working days of receipt of a 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 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 completed application is no less than:	99%	99%	99%
Percentage of certificates from partially computerised registrations issued within 8 working days of receipt of a completed application is no less than:	98%	98%	98%
Percentage of birth, death, marriage and civil union printouts issued within eight working days of request is no less than:	97%	97%	97%

Performance Measures	2007/08		2008/09
	Budgeted Standard	Estimated Actual Standard	Budget Standard
<b>Activity Information<sup>1</sup></b>			
Number of birth registrations.	56,000 - 62,000	61,000 - 65,000	58,000 - 64,000
Number of death registrations.	26,000 - 31,000	28,000 - 32,000	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.	180,000 - 220,000	200,000 - 220,000	180,000 - 220,000
Number of printouts issued.	20,000 - 30,000	18,000 - 25,000	18,000 - 25,000

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

### *Memorandum Account*

Passport Products	2007/08		2008/09
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Opening Balance at 1 July	3,228	3,228	2,239
Revenue	55,303	55,303	56,257
Expenses	56,292	56,292	57,626
Transfers and Adjustments	-	-	-
Closing Balance at 30 June	2,239	2,239	870

The balance in this account is affected by fluctuating volumes and the timing of system changes. The surplus is expected to reduce over the short to medium term.

Citizenship Products	2007/08		2008/09
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Opening Balance at 1 July	(164)	(164)	1,675
Revenue	12,668	12,668	7,154
Expenses	10,829	10,829	9,544
Transfers and Adjustments	-	-	-
Closing Balance at 30 June	1,675	1,675	(715)

The balance in this account is affected by fluctuating volumes. The current fee schedule reviewed in 2005 is expected to recover full cost over a 10 year planning horizon. In 2008/09 volumes are expected to drop for a two-year period as a result of the legislative changes, which increase the citizenship eligibility qualifying period from 3 to 5 years of permanent residence.

	2007/08		2008/09
	Budgeted \$000	Estimated Actual \$000	Budget \$000
<b>Marriage Products</b>			
Opening Balance at 1 July	683	683	287
Revenue	2,940	2,940	3,044
Expenses	3,336	3,336	3,407
Transfers and Adjustments	-	-	-
Closing Balance at 30 June	287	287	(76)

The accumulated surplus in this account is expected to decline in 2008/09 as setup costs of new developments are incurred.

	2007/08		2008/09
	Budgeted \$000	Estimated Actual \$000	Budget \$000
<b>Issue of birth, death, marriage and civil union certification and other products</b>			
Opening Balance at 1 July	3,008	3,008	1,718
Revenue	6,208	6,208	6,135
Expenses	7,578	7,578	7,914
Transfers and Adjustments	-	-	-
Closing Balance at 30 June	1,718	1,718	(61)

The accumulated surplus in this account is expected to decline in 2008/09 as setup costs of new developments are incurred.

### *Current and Past Policy Initiatives*

Policy Initiative	Year of First Impact	2007/08 Budgeted \$000	2008/09 Budget \$000	2009/10 Estimated \$000	2010/11 Estimated \$000	2011/12 Estimated \$000
Laying the Foundation - Sustainable Accommodation	2008/09	-	120	-	-	-
Moderation of Birth and Death Records	2007/08	1,000	1,000	-	-	-
Births, Deaths, Marriages and Relations Registration Amendment Bill	2007/08	165	86	86	86	86
Development of Evidence of Identity - technical infrastructure	2006/07	900	1,050	1,050	1,050	1,050
Development of Evidence of Identity - impact on Net Assets Schedule	2006/07	2,000	-	-	-	-
Evidence of Identity - custodianship of standard	2006/07	100	100	100	100	100

Policy Initiative	Year of First Impact	2007/08 Budgeted \$000	2008/09 Budget \$000	2009/10 Estimated \$000	2010/11 Estimated \$000	2011/12 Estimated \$000
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	170	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
Proposed Fees for Civil Union Registration	2004/05	98	98	98	98	98
Upgrade of Information and Technology Infrastructure	2004/05	1,908	1,986	1,986	1,986	1,986

## 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 the strengthening of national identity and maintaining trust in government.

### *Expenses and Revenue*

	2007/08		2008/09
	Budgeted \$000	Estimated Actual \$000	Budget \$000
<b>Total Appropriation</b>	<b>11,419</b>	<b>9,697</b>	<b>12,586</b>
Information and Advisory Services	6,761	5,058	8,093
Policy Advice - Internal Affairs	4,658	4,639	4,493
<b>Revenue from the Crown</b>	<b>10,070</b>	<b>10,070</b>	<b>11,258</b>
Information and Advisory Services	5,509	5,509	6,854
Policy Advice - Internal Affairs	4,561	4,561	4,404
<b>Revenue from Others</b>	<b>1,336</b>	<b>1,336</b>	<b>1,331</b>
Information and Advisory Services	1,239	1,239	1,241
Policy Advice - Internal Affairs	97	97	90

### *Reasons for Change in Appropriation*

The increase in this appropriation is largely due to increased funding in 2008/09 for the expert panel and citizens' forum on the electoral system and state funding of political parties and other issues of electoral finance; and for increased funding for the Historical Abuse claims service. These increases are partially offset by a decrease in funding for the Royal Commission on Auckland Governance.

### *Output Performance Measures and Standards*

Performance Measures	2007/08		2008/09
	Budgeted Standard	Estimated Actual Standard	Budget Standard
<b>Information and Advisory Services</b>			
<b>New Zealand Gazette</b>			
Number of complaints concerning typesetting errors where published text is inconsistent with text supplied by client is, on average, no more than:	1 per month	Less than 6 for the full year	1 per month
Percentage of Principal and Customs editions of The New Zealand Gazette available at retail outlets by the applicable deadline is no less than:	100%	100%	100%
Number of editions of The New Zealand Gazette published.	100	100	100
<b>Authentications Unit and Congratulatory Message Service</b>			
Percentage of Authentications delivered to customers within agreed timeframes is no less than:	98%	98%	98%
Percentage of congratulatory message requests processed within 24 hours of receipt, with confirmation provided to the customer is no less than:	98%	98%	98%
Number of Authentication confirmations returned by the customer as inaccurate is, on average, no more than:	1 per month	Less than 6 for the full year	1 per month
<b>Commissions of Inquiry and Similar Bodies</b>			
Commissioners' rating of the timeliness of services provided is 3 or above on a scale of 1 to 5.	3 or above	3	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	3 or above
<b>Policy Advice - Internal Affairs</b>			
<b>Internal Affairs Policy Advice</b>			
Policy advice is delivered according to the Output Plan (and any subsequent amendments) as negotiated between the Minister and the Chief Executive.	100%	100%	100%
Policy advice is delivered in accordance with agreed policy quality criteria (refer Conditions on Use of Appropriation)	100%	100%	100%
The Minister is requested to indicate his/her level of satisfaction with the quality of policy advice.	Satisfied or better <sup>1</sup>	Satisfied or better <sup>1</sup>	Satisfied or better <sup>1</sup>
Policy advice is delivered according to the timeframes agreed.	100%	100%	100%
<b>Ministerial Correspondence and Questions</b>			
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%

Performance Measures	2007/08		2008/09
	Budgeted Standard	Estimated Actual Standard	Budget Standard
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%
<b>Activity Information<sup>2</sup></b>			
Number of replies to ministerial correspondence, Official Information Act 1982 requests and Ombudsman's inquiries, and answers to parliamentary questions.	600 - 700	550	550 - 650

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.
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*

	2007/08		2008/09
	Budgeted \$000	Estimated Actual \$000	Budget \$000
New Zealand Gazette			
Opening Balance at 1 July	76	76	63
Revenue	925	925	925
Expenses	938	938	924
Transfers and Adjustments	-	-	-
Closing Balance at 30 June	63	63	66

*Current and Past Policy Initiatives*

Policy Initiative	Year of First Impact	2007/08 Budgeted \$000	2008/09 Budget \$000	2009/10 Estimated \$000	2010/11 Estimated \$000	2011/12 Estimated \$000
Expert Panel and Citizens' Forum on Electoral System and State Funding	2007/08	1,211	3,363	-	-	-
Historical Abuse Claims	2007/08	597	1,650	1,650	1,650	1,650
Royal Commission on Auckland Governance	2007/08	2,969	1,814	-	-	-
Local Government Rating Inquiry	2006/07	205	-	-	-	-
Departmental Personnel Capability	2005/06	378	454	454	454	454
Significant Community Based Projects Fund	2005/06	889	889	-	-	-
Upgrade of Information and Technology Infrastructure	2004/05	315	328	328	328	328
Additional funding to improve the policy capability and capacity of the Department	2003/04	1,266	1,266	1,266	1,266	1,266

**Regulatory Services (M41)***Scope of Appropriation*

This appropriation is limited to operational policy advice and services to regulate, monitor and enforce gambling activity; and to services to monitor and enforce objectionable material and unsolicited electronic messages.

*Expenses and Revenue*

	2007/08		2008/09
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	26,689	26,411	25,306
Revenue from the Crown	3,232	3,232	2,883
Revenue from Others	22,096	22,096	23,851



## Output Performance Measures and Standards

Performance Measures	2007/08		2008/09
	Budgeted Standard	Estimated Actual Standard	Budget Standard
<b>Regulatory Services - Gambling</b>			
Percentage of licence renewal applications processed within two months of receipt is no less than:	80%	73%	80%
Percentage of all other licence applications processed within one month of receipt is no less than:	90%	80%	90%
Percentage of audits of gaming machine societies completed within three months and the balance within six months.	80% within 3 months 20% within 6 months	80% within 3 months 20% within 6 months	80% within 3 months 20% within 6 months
Percentage of breaches found in audits and investigations that are followed up and result in rectification or further compliance action, in accordance with the timeframes set out in the relevant follow-up process, is no less than:	100%	100%	100%
Percentage of gambling prosecution cases dismissed where prima facie case is not established is no more than:	Revised measure	Revised measure	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%
Number of formal presentations and compliance educational inspections to the gambling sector.	10 formal presentations 500 compliance educational inspections	25 formal presentations 250 compliance educational inspections	10 formal presentations As required for compliance educational inspections
<b>Activity Information<sup>1</sup></b>			
Number of licence renewal applications processed.	New measure	New measure	350 - 400
Number of other licence applications processed.	New measure	New measure	5,500- 6,000
Number of audits of casino operators and gambling sector organisations identified as high risk, in accordance with their risk profile.	As required	60	As required
Number of investigations of casino operators and gambling sector organisations where serious non-compliance is identified through audit, intelligence or complaints.	As required	70	As required
Number of instances of non-compliance with gambling laws that are detected during audits and investigations that result in a warning or sanction.	As required	400	As required
Number of non-compliant activities that have resulted in a prosecution, an infringement notice, or application to the Gambling Commission.	As required	70	As required
<b>Gambling Commission</b>			
The Gambling Commission's satisfaction with the services provided by the secretariat is 3 or above on a scale of 1 to 5.	3 or above	3	3 or above
<b>Regulatory Services - Censorship</b>			
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:	Revised measure	Revised measure	5%

Performance Measures	2007/08		2008/09
	Budgeted Standard	Estimated Actual Standard	Budget Standard
<b>Activity Information<sup>1</sup></b>			
Number of inspections at outlets for publications/videos/films 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	700
Number of censorship prosecutions undertaken.	20 - 40	40	20 - 40
<b>Regulatory Services - Unsolicited Electronic Messages</b>			
Percentage of non-compliant practices identified as a result of complaints which are dealt with within 3 months of receipt and the balance dealt with within 12 months of receipt of the complaint.	New measure	New measure	75% within 3 months 25% within 12 months
Number of formal presentations to industry and the community.	New measure	New measure	4
<b>Activity Information<sup>1</sup></b>			
Number of New Zealand-linked complaints and proactive investigations responded to.	New measure	New measure	700

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

### *Memorandum Account*

	2007/08		2008/09
	Budgeted \$000	Estimated Actual \$000	Budget \$000
<b>Administration of non-casino gaming</b>			
Opening Balance at 1 July	(6,457)	(6,457)	(6,350)
Revenue	17,575	17,575	18,394
Expenses	17,468	17,468	16,868
Transfers and Adjustments	-	-	-
Closing Balance at 30 June	(6,350)	(6,350)	(4,824)

The deficit is reducing as a result of the new fees that became effective 1 February 2008.

### *Current and Past Policy Initiatives*

Policy Initiative	Year of First Impact	2007/08 Budgeted \$000	2008/09 Budget \$000	2009/10 Estimated \$000	2010/11 Estimated \$000	2011/12 Estimated \$000
Gambling licensing and compliance activities	2007/08	2,145	1,236	1,077	840	505
Anti-Spam Regulation	2006/07	900	900	900	900	900
Departmental Personnel Capability	2005/06	351	382	382	382	382
Upgrade of Information and Technology Infrastructure	2004/05	891	927	927	927	927
Censorship - Increased Protection	2004/05	317	317	317	317	317
Implementation of the provisions of the Gambling Act 2003	2003/04	2,834	2,834	2,834	2,834	2,834

## 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 government agencies using Language Line.

### *Expenses and Revenue*

	2007/08		2008/09
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	4,317	4,297	5,007
Revenue from the Crown	3,613	3,613	4,302
Revenue from Others	704	684	704

### *Reasons for Change in Appropriation*

The increase in this appropriation is due to funding for expanded participation, capacity building, connection and advice forums and events that target ethnic leadership and development, ethnic youth and intercultural awareness in government agencies.

### *Output Performance Measures and Standards*

Performance Measures	2007/08		2008/09
	Budgeted Standard	Estimated Actual Standard	Budget Standard
<b>Ethnic Affairs Policy Advice</b>			
Policy advice is delivered according to the Output Plan (and any subsequent amendments) as negotiated between the Minister and the Chief Executive.	100%	100%	100%
Policy advice is delivered in accordance with agreed policy quality criteria (refer Conditions on Use of Appropriation)	100%	100%	100%
The Minister is requested to indicate his/her level of satisfaction with the quality of policy advice.	Satisfied or better <sup>1</sup>	Satisfied or better <sup>1</sup>	Satisfied or better <sup>1</sup>
Policy advice is delivered according to the timeframes agreed.	100%	100%	100%
<b>Ministerial Correspondence and Questions</b>			
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%

Performance Measures	2007/08		2008/09
	Budgeted Standard	Estimated Actual Standard	Budget Standard
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%
<b>Activity Information<sup>2</sup></b>			
Number of replies to ministerial correspondence, Official Information Act 1982 requests and Ombudsman's inquiries, and answers to parliamentary questions.	60	40	40
<b>Advisory and Information Services to Ethnic Communities</b>			
Percentage of key stakeholders who rate the quality and effectiveness of the advisory services provided to ethnic communities at 3 or above on a scale of 1 to 5, as measured by stakeholder surveys is no less than:	85%	85%	85%
Percentage of Language Line Services (calls) that are a subject of a complaint is no more than:	0.5%	0.5%	0.5%
Percentage of requests for written advice answered within 10 working days or according to the timeframes agreed with the correspondent is no less than:	95%	95%	95%
<b>Activity Information<sup>2</sup></b>			
Number of requests from ethnic communities for information or advice responded to.	3,000 - 3,500	3,500 - 4,000	3,500 - 4,000
Number of ethnic communities and government agencies provided with information and training on the use of Language Line.	50	70	50

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.

Reference	Conditions
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.

### *Current and Past Policy Initiatives*

Policy Initiative	Year of First Impact	2007/08 Budgeted \$000	2008/09 Budget \$000	2009/10 Estimated \$000	2010/11 Estimated \$000	2011/12 Estimated \$000
Strong, connected and participating diverse ethnic communities	2008/09	-	500	500	500	500
Increasing Ethnic Diversity Leadership	2007/08	600	600	600	600	600
Migrant Levy allocation	2007/08	256	435	330	332	232
Departmental Personnel Capability	2005/06	122	149	149	149	149
Increase the Capacity of the Office of Ethnic Affairs	2005/06	779	793	793	793	793
Upgrade of Information and Technology Infrastructure	2004/05	108	112	112	112	112

## Part 2.2 - Non-Departmental Output Expenses

### Intended Impacts, Outcomes and Objectives

Intended Impacts, Outcomes or Objectives of Appropriations	Appropriations
Outcome: Safer Communities <ul style="list-style-type: none"> <li>Harm from restricted and objectionable material has been minimised</li> </ul>	Classification of Films, Videos and Publications

## 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*

	2007/08		2008/09
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	1,960	1,960	1,960

### *Output Performance Measures and Standards*

Performance Measures	2007/08		2008/09
	Budgeted Standard	Estimated Actual Standard	Budget Standard
<b>Quantity</b>			
Publications received	1,617 - 2,500	3,183	2,040 - 2,760
Publications examined	1,617 - 2,500	3,183	2,040 - 2,760
Decisions classified	1,617 - 2,500	3,183	2,040 - 2,760
Inquires received	708 - 900	1,500	1,000 - 1,500
Annual research projects	1	1	1
<b>Quality</b>			
Classifications consistent with standards in the Classification Office Practice Manual	95%	98%	95%
<b>Timeliness</b>			
Classifications for "simple" section 12 publications completed within 30 days	90%	95%	90%
Classifications for section 13 publications completed within 55 days	70%	56%	70%
Inquiries responded to within 20 days of receipt	100%	100%	100%

### *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.

## Significant Community Based Projects Fund (M41)

### *Scope of Appropriation and Expenses*

Title, Scope and Period of Appropriations	Appropriation	\$000
<b>Significant Community Based Projects Fund (M41)</b> This appropriation is to support major community-based projects, with significant participation of the community, that have a range of benefits contributing to regional and/or national outcomes with particular reference to arts, culture and heritage; sport and recreation; tourism; conservation and the environment; and economic development. Commences: 1 July 2005 Expires: 30 June 2009	Original Appropriation	32,000
	Adjustments to 2006/07	-
	Adjustments for 2007/08	846
	Adjusted Appropriation	32,846
	Actual to 2006/07 Year End	32,000
	Estimated Actual for 2007/08	846
	Estimated Actual for 2008/09	-
	Estimated Appropriation Remaining	-

### *Conditions on Use of Appropriation*

Reference	Conditions
Cabinet Minute	To support major community-based projects, with significant support from and participation by the community, which have a range of benefits contributing to regional and national outcomes, with particular reference to arts, culture and heritage; sport and recreation; conservation and environment; tourism; and economic development.

## Summary of Service Providers

Provider	2007/08 Budgeted \$000	2007/08 Estimated Actual \$000	2008/09 Budget \$000	Reporting Mechanism	Expiry of Funding Commitment
Crown entity					
Office of Film and Literature Classification	1,960	1,960	1,960	Provider's annual report	Funding 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
Outcome: Miscellaneous Grant payments to individuals or organisations to assist in building a strong and safe nation through serving and connecting citizens, communities and Government	Miscellaneous Grants - Internal Affairs
Objective: Fees for Inquiries and Investigations support processes that are seen to be independent	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*

	2007/08		2008/09
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	49	49	49

### Public Inquiries (M41)

#### *Scope of Appropriation*

Fees for inquiries and investigations.

#### *Expenses*

	2007/08		2008/09
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	465	465	304



### *Conditions on Use of Appropriation*

Reference	Conditions
The Commissions of Inquiry Act 1908 makes no specific provision for payment to Commissioner. Cabinet Office circular (06) 08 covers all statutory bodies, non-statutory bodies and committees in which the Crown has an interest that are outside the Remuneration Authority's or other fee setting bodies' jurisdiction.	The Fees are paid within the range specified for Group 1 bodies in Annex 3 of the Cabinet Office circular. The process contained in the circular for exceptions is followed where appropriate.
Appointments to specific inquiries are made by Cabinet.	Appropriate Cabinet Minute.