

Performance Information for Appropriations

Vote Internal Affairs

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

ADMINISTERING DEPARTMENT: Department of Internal Affairs

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

Part 1 - Summary of the Vote

Part 1.1 - Overview of the Vote

The Minister of Internal Affairs and the Minister for Ethnic Affairs are responsible for appropriations in the Vote for the 2009/10 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 \$23.955 million (15% of total departmental appropriations in this Vote) for the development, deployment and operation of technology services across the State sector.
- A total of nearly \$92.109 million (59% of total departmental appropriations in this Vote) for identity services including issuing New Zealand passports, processing citizenship applications and the registration of and access to records of births, deaths, marriages and civil unions.
- A total of just over \$3.010 million (2% of total departmental appropriations in this Vote) for information, advisory support services to commissions of inquiry and similar bodies, provision of the *New Zealand Gazette* and the authentication of official documents.
- A total of nearly \$4.324 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 \$25.929 million (17% of total departmental appropriations in this Vote) for operational policy advice and services to regulate gambling activity; and to services to regulate objectionable material and unsolicited electronic messages.
- A total of nearly \$5.520 million (3% 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 \$116,000 for services provided by the Office of the Privacy Commissioner in the development of on-line authentication services.
- A total of nearly \$49,000 for Crown grants to a range of community organisations.

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

Part 1.2 - High-Level Objectives of the Vote

Contribution of Appropriations to Government Priorities and Outcomes

Appropriations	Government Priorities	Government Outcomes
Classification of Films, Videos and Publications		Safer Communities
Contestable Services	Translation and other foreign language services can help facilitate travel and trade, which contribute to economic growth.	Executive Government is Well Supported (Objective)
Identity Services	Looking after New Zealanders' core identity information enables the New Zealand public to apply for individual entitlements, facilitates economic activity, eases international travel and helps individuals to trace their lineage and establish their identity. More consistent and robust approaches to identity information management help protect New Zealanders against identity fraud and an all-of-government approach can provide value-for-money for individuals, agencies and the Crown.	New Zealand's Approach to Identity is Trusted and Well Led Strong, Sustainable Communities/Hapū/Iwi
Miscellaneous Grants - Internal Affairs	Helping communities to shape and improve their lives.	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	Policy advice on fire, gambling and objectionable material contributes to safer communities. Policy advice on identity helps ensure that New Zealand's approach to identity information management is trusted and delivers benefits for individuals, agencies and the Crown.	Strong, Sustainable Communities/Hapū/Iwi Safer Communities New Zealand's Approach to Identity is Trusted and Well Led Executive Government is Well Supported (Objective)
Regulatory Services	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	Services for ethnic affairs provide a point of contact between government and ethnic people and encourage them to participate in New Zealand society. They also support the skills, contacts and networks of ethnic people to help New Zealand develop new markets and opportunities overseas.	Strong, Sustainable Communities/Hapū/Iwi
Government Technology Services	Improved State Services performance (Development Goals for the State Sector).	Common Information and Communications Technology (ICT) services deliver improved State sector performance and better citizen experience (Objective)

Part 1.3 - Trends in the Vote

Summary of Financial Activity

	2004/05	2005/06	2006/07	2007/08	2008/09		2009/10			2010/11	2011/12	2012/13
	Actual \$000	Actual \$000	Actual \$000	Actual \$000	Budgeted \$000	Estimated Actual \$000	Departmental Transactions Budget \$000	Non- Departmental Transactions Budget \$000	Total Budget \$000	Estimated \$000	Estimated \$000	Estimated \$000
Appropriations												
Output Expenses	98,146	122,719	134,985	127,003	134,118	129,960	155,746	2,076	157,822	152,600	152,870	158,879
Benefits and Other Unrequited Expenses	-	-	-	-	-	-	N/A	-	-	-	-	-
Borrowing Expenses	-	-	-	-	-	-	-	-	-	-	-	-
Other Expenses	5,065	200	78	378	701	601	-	49	49	49	49	49
Capital Expenditure	6,789	11,339	11,367	10,025	27,225	27,225	35,578	-	35,578	24,464	16,176	16,231
Intelligence and Security Department Expenses and Capital Expenditure	-	-	-	-	-	-	-	N/A	-	-	-	-
Total Appropriations	110,000	134,258	146,430	137,406	162,044	157,786	191,324	2,125	193,449	177,113	169,095	175,159
Crown Revenue and Capital Receipts												
Tax Revenue	-	-	-	-	-	-	N/A	-	-	-	-	-
Non-Tax Revenue	94	7	9	2	-	-	N/A	-	-	-	-	-
Capital Receipts	-	-	-	-	-	-	N/A	-	-	-	-	-
Total Crown Revenue and Capital Receipts	94	7	9	2	-	-	N/A	-	-	-	-	-

New Policy Initiatives

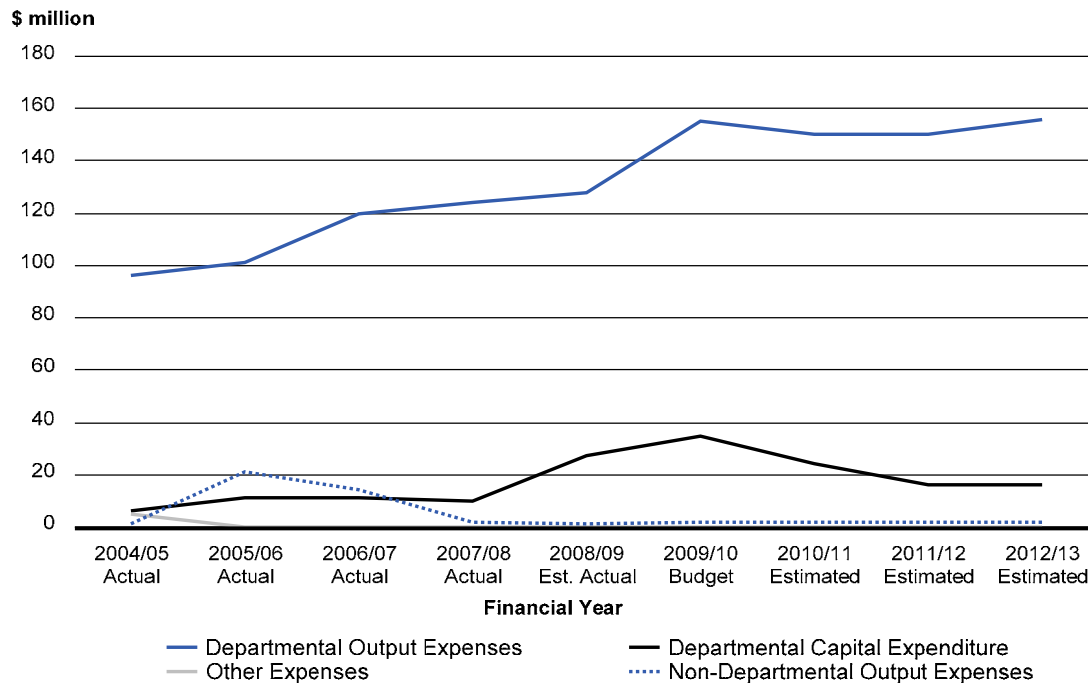
Policy Initiative	Appropriation	2008/09 Budgeted \$000	2009/10 Budget \$000	2010/11 Estimated \$000	2011/12 Estimated \$000	2012/13 Estimated \$000
Censorship Enforcement Activity	Regulatory Services	-	611	611	611	611
Savings for Identity Products Integrity	Identity Services	-	(494)	(494)	(494)	(494)
Listening and Assistance Service	Information and Advisory Services	(730)	-	-	-	-
Administration of the Significant Community Based Projects Fund	Policy Advice - Internal Affairs	(100)	-	-	-	-
Expert Panel on War Disablement Pensions	Information and Advisory Services	(500)	-	-	-	-
Royal Commission on Auckland Governance	Information and Advisory Services	(600)	-	-	-	-
Expert Panel and Citizens Forum on Electoral System and State Funding	Information and Advisory Services	(4,400)	-	-	-	-

Analysis of Significant Trends

Total Vote: All Appropriations

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

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



Source: Department of Internal Affairs

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

Departmental Output Expenses

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.

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

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

From 2010/11, demand for passport products is forecast to increase due to the change in validity from ten to five years for a passport.

Non-Departmental Other Expenses

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.

Non-Departmental Output Expenses

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

Departmental Capital Expenditure

Capital expenditure was broadly stable until 2008/09. In 2008/09, a capital injection was provided for the development of a replacement passport system.

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"> • Good governance of identity for all New Zealanders • Reliable and accessible identity services enable transactions between individuals and government agencies • Identity information management is secure and protects New Zealanders from fraud 	Identity Services
Objective: Executive Government is Well Supported: <ul style="list-style-type: none"> • Trust in government is supported by the production of trustworthy official documents and processes that are seen to be independent 	Policy and Advisory Services MCOA - <ul style="list-style-type: none"> • Information and Advisory Services
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"> • Policy Advice - Internal Affairs
Outcome: Safer Communities: <ul style="list-style-type: none"> • Communities are more satisfied with the way the harms and benefits associated with gambling are managed • People are protected from spam and objectionable material 	Regulatory Services
Outcome: Strong, Sustainable Communities/Hapū/Iwi: <ul style="list-style-type: none"> • People engage with and participate in their communities • Communities are empowered and able to help themselves • Communities are supported by fair and responsive local government and other organisations 	Services for Ethnic Affairs
Objective: Common Information and Communications Technology (ICT) services deliver improved State sector performance and better citizen experience	Government Technology Services

Contestable Services RDA (M41)

Scope of Appropriation

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

Expenses and Revenue

	2008/09		2009/10
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	899	899	899
Revenue from Crown	-	-	-
Revenue from Other	899	899	899

Output Performance Measures and Standards

Performance Measures	2008/09		2009/10
	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	2008/09 Budgeted \$000	2009/10 Budget \$000	2010/11 Estimated \$000	2011/12 Estimated \$000	2012/13 Estimated \$000
Upgrade of Information and Technology Infrastructure	2004/05	7	7	7	7	7

Government Technology Services (M41)

Scope of Appropriation

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

Expenses and Revenue

	2008/09		2009/10
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	-	-	23,955
Revenue from Crown	-	-	22,845
Revenue from Other	-	-	1,110

Reasons for Change in Appropriation

New appropriation. A transfer of functions from the State Services Commission to the Department of Internal Affairs.

Output Performance Measures and Standards

Performance Measures	2008/09		2009/10
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Web Advisory Services implementations including risk, identity and web 360, delivered to larger agencies, no less than:	N/A	N/A	10
Develop the future service and public access approach and direction for newzealand.govt.nz with input from key stakeholders.	N/A	N/A	Achieved
Standardise, rationalise and consolidate State Services employee collaboration tools such as the Public Sector Intranet (PSI) and Shared Workspaces.	N/A	N/A	Achieved
Number of logons issued for igovt logon service is no less than:	N/A	N/A	250,000
Number of agencies connecting to igovt logon service is no less than:	N/A	N/A	24
igovt Identity Verification Service operating in pilot with Births Deaths and Marriages.	N/A	N/A	Achieved
Network provider selected and GSN transition completed.	N/A	N/A	Achieved

Current and Past Policy Initiatives

Policy Initiative	Year of First Impact	2008/09 Budgeted \$000	2009/10 Budget \$000	2010/11 Estimated \$000	2011/12 Estimated \$000	2012/13 Estimated \$000
Transfer of Government Technology Services from State Services Commission to the Department	2009/10	-	23,955	8,438	8,438	8,438

Identity Services (M41)

Scope of Appropriation

Providing effective management of New Zealand's records of identity including: issuing New Zealand passports; processing citizenship applications; and registering births, deaths, marriages and civil unions; developing authorised information-matching programmes with specified government agencies; providing data or data verification to 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

	2008/09		2009/10
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	88,977	85,874	92,109
Revenue from Crown	10,012	10,012	8,359
Revenue from Other	74,233	74,233	78,391

Output Performance Measures and Standards

Performance Measures	2008/09		2009/10
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Citizenship			
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 four months of receipt of a correctly completed application, for applications received since 1 July 2008, is no less than:	N/A	90%	80%
Percentage of applications for grant of citizenship recommended to the Minister within six months of receipt of a correctly completed application, for applications received prior to 1 July 2008, is no less than:	N/A	80%	80%
Percentage of applications for registration of citizenship, not involving adoption, processed within twenty working days of receiving a correctly completed application is no less than:	95%	95%	95%
Percentage of certificates of citizenship status issued within twenty working days of receipt of a correctly completed application is no less than:	95%	95%	95%
Activity Information (see Note 1)			
Number of applications for grant of citizenship to foreign nationals recommended to the Minister:	11,000 - 15,000	15,000 - 19,000	10,000 - 14,000
Number of registrations of citizenship by descent for New Zealanders born abroad:	6,500 - 8,500	6,500 - 8,500	6,500 - 8,500
Number of certificates of citizenship status issued:	3,500 - 4,000	2,500 - 3,500	2,500 - 3,500
Passports			
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 correctly completed application is no less than:	99%	99%	99%
Activity Information (see Note 1)			
Number of passports issued in standard service:	378,000 - 434,000	378,000 - 434,000	378,000 - 434,000
Number of passports issued in urgent service:	32,000 - 40,000	32,000 - 40,000	35,000 - 43,000
Number of other travel documents issued:	1,100 - 1,400	1,100 - 1,400	1,000 - 1,400
Births, Deaths, Marriages and Civil Unions			
Percentage of birth, death, marriage and civil union information registered without error is no less than:	99%	99%	99%
Percentage of birth, death, marriage and civil union certificates issued without error is no less than:	99%	99%	99%
Percentage of deaths registered within three working days of receipt of a correctly completed notification is no less than:	98%	98%	98%
Percentage of births, marriages and civil unions registered within four working days of receipt of a correctly completed notification or application is no less than:	98%	98%	98%

Performance Measures	2008/09		2009/10
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Percentage of certificates from fully computerised registrations issued within one working day of receipt of a correctly completed application is no less than:	99%	99%	99%
Percentage of certificates from partially computerised registrations issued within eight working days of receipt of a correctly completed application is no less than:	98%	98%	98%
Percentage of birth, death, marriage and civil union printouts issued within eight working days of a correctly completed application is no less than:	97%	97%	97%
Activity Information (see Note 1)			
Number of birth registrations:	58,000 - 64,000	58,000 - 64,000	58,000 - 64,000
Number of death registrations:	27,000 - 31,000	27,000 - 31,000	27,000 - 31,000
Number of marriage and civil union registrations:	22,000 - 26,000	22,000 - 26,000	22,000 - 26,000
Number of birth, death, marriage and civil union certificates issued:	180,000 - 220,000	210,000 - 240,000	210,000 - 240,000
Number of printouts issued:	18,000 - 25,000	18,000 - 25,000	18,000 - 25,000
Authentication			
<i>Evidence of Identity Standard</i>			
Revised Evidence of Identity (EOI) Standard is submitted to the e-GIF Management Committee for consideration in 2009/10 for acceptance as a "Recommended" e-GIF standard:	N/A	N/A	Achieved

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

Memorandum Account

Passport Products	2008/09		2009/10
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Opening Balance at 1 July	3,481	3,481	5,681
Revenue	53,804	53,804	62,450
Expenses	53,407	51,604	59,471
Transfers and Adjustments	-	-	-
Closing Balance at 30 June	3,878	5,681	8,660

The balance in this account is affected by fluctuating volumes and the timing of system changes. The surplus is expected to be required to fund the ongoing costs of the passport system redevelopment.

	2008/09		2009/10
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Citizenship Products			
Opening Balance at 1 July	1,683	1,683	(830)
Revenue	8,960	8,960	6,197
Expenses	11,873	11,473	11,235
Transfers and Adjustments	-	-	-
Closing Balance at 30 June	(1,230)	(830)	(5,868)

The balance in this account is affected by fluctuating volumes. Volumes are expected to drop for a two-year period from 2008/09 as a result of the legislative changes, which increase the citizenship eligibility qualifying period from 3 to 5 years of permanent residence. The deficit is expected to increase over this period.

	2008/09		2009/10
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Marriage Products			
Opening Balance at 1 July	284	284	(141)
Revenue	3,173	3,173	2,953
Expenses	3,598	3,598	3,981
Transfers and Adjustments	-	-	-
Closing Balance at 30 June	(141)	(141)	(1,169)

The deficit is expected to increase over the short to medium term.

	2008/09		2009/10
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Issue of birth, death, marriage and civil union certificates and other products			
Opening Balance at 1 July	3,971	3,971	3,002
Revenue	7,070	7,070	6,730
Expenses	8,939	8,039	9,063
Transfers and Adjustments	-	-	-
Closing Balance at 30 June	2,102	3,002	669

The deficit is expected to increase over the short to medium term.

Current and Past Policy Initiatives

Policy Initiative	Year of First Impact	2008/09 Budgeted \$000	2009/10 Budget \$000	2010/11 Estimated \$000	2011/12 Estimated \$000	2012/13 Estimated \$000
Savings for Identity Products Integrity	2009/10	-	(494)	(494)	(494)	(494)
Laying the Foundation - Sustainable Accommodation	2008/09	120	-	-	-	-
Moderation of Birth and Death Records	2007/08	1,000	-	-	-	-
Births, Deaths, Marriages and Relations Registration Amendment Bill	2007/08	86	86	86	86	86
Development of Evidence of Identity - technical infrastructure	2006/07	1,050	1,050	1,050	1,050	1,050
Evidence of Identity - custodianship of standard	2006/07	100	100	100	100	100
Maintenance of Public Registers - Citizenship, Marriages and Civil Unions	2005/06	523	523	523	523	523
Securing and protecting New Zealand's identity information	2005/06	17,228	17,228	17,228	17,228	17,228
Departmental Personnel Capability	2005/06	209	209	209	209	209
Human Assisted Reproductive Technology Registration Scheme	2005/06	92	92	92	92	92
Securing and Protecting New Zealand's Identity Information	2005/06	3,916	3,916	3,916	3,916	3,916
Implementing Civil Union Registration	2004/05	98	98	98	98	98
Upgrade of Information and Technology Infrastructure	2004/05	1,986	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

	2008/09		2009/10
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	10,757	10,234	7,334
Information and Advisory Services	5,508	5,411	3,010
Policy Advice - Internal Affairs	5,249	4,823	4,324
Revenue from Crown	9,283	9,283	5,885
Information and Advisory Services	4,137	4,137	1,677
Policy Advice - Internal Affairs	5,146	5,146	4,208
Revenue from Other	1,469	1,469	1,452
Information and Advisory Services	1,365	1,365	1,335
Policy Advice - Internal Affairs	104	104	117

Reasons for Change in Appropriation

The decrease in this appropriation is due to expense transfers from 2007/08 to 2008/09 for Sustainable Accommodation, the Upgrade of Information and Technology Infrastructure, the Royal Commission on Auckland Governance, the Expert Panel and Citizens Forum on the Electoral System and State Funding and the Expert Panel on War Disablement Pensions.

Output Performance Measures and Standards

Performance Measures	2008/09		2009/10
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Information and Advisory Services			
<i>New Zealand Gazette</i>			
Number of complaints where published text is inconsistent with text supplied by client is no more than:	1 per month	1 per month	12 per year
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%
<i>Authentications Unit and Congratulatory Message Service</i>			
Percentage of Authentications delivered to customers within agreed timeframes is no less than:	98%	98%	98%
Percentage of congratulatory messages delivered to customers within agreed timeframes is no less than:	N/A	99%	98%
Number of Authentication confirmations returned by the customer as inaccurate is, on average, no more than:	1 per month	1 per month	12 per year
Number of congratulatory messages returned by the customer as inaccurate is no more than:	N/A	5	12 per year
<i>Commissions of Inquiry and Similar Bodies</i>			
Commissioners' rating of the timeliness of services provided is 3 or above on a scale of 1 to 5.	3 or above	3 or above	3 or above
Commissioners' rating of the quality of services provided is 3 or above on a scale of 1 to 5.	3 or above	3 or above	3 or above

Performance Measures	2008/09		2009/10
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Policy Advice - Internal Affairs			
<i>Internal Affairs Policy Advice</i>			
Policy advice will be 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 (see Note 1)	Satisfied or better (see Note 1)	Satisfied or better (see Note 1)
Policy advice is delivered according to the timeframes agreed.	100%	100%	100%
<i>Ministerial Correspondence and Questions</i>			
Percentage of first versions of replies to ministerial correspondence, Official Information Act 1982 requests, Ombudsman's inquiries and parliamentary questions accepted by the Minister is no less than:	95%	99%	95%
Percentage of draft responses to ministerial correspondence returned to the Minister's office for signature within 15 working days of receipt from the Minister's office or such other deadlines as may be specifically agreed is no less than:	95%	95%	95%
Percentage of draft responses to Official Information Act 1982 requests and Ombudsman's inquiries returned to the Minister's office for signature five days prior to the statutory deadline for reply is no less than:	100%	88%	100%
Percentage of draft replies to parliamentary questions completed within the time frames specified by the Minister is no less than:	100%	99%	100%
Activity Information (see Note 2)			
Number of replies to ministerial correspondence, Official Information Act 1982 requests and Ombudsman's inquiries and answers to parliamentary questions.	550 - 650	650	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
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.

Reference	Conditions
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

	2008/09		2009/10
	Budgeted \$000	Estimated Actual \$000	Budget \$000
New Zealand Gazette			
Opening Balance at 1 July	141	141	135
Revenue	927	926	927
Expenses	932	932	925
Transfers and Adjustments	-	-	-
Closing Balance at 30 June	136	135	137

Current and Past Policy Initiatives

Policy Initiative	Year of First Impact	2008/09 Budgeted \$000	2009/10 Budget \$000	2010/11 Estimated \$000	2011/12 Estimated \$000	2012/13 Estimated \$000
Listening and Assistance Services	2008/09	(730)	-	-	-	-
Administration of the Significant Community Based Projects Fund	2008/09	(100)	-	-	-	-
Expert Panel on War Disablement Pensions	2008/09	(500)	-	-	-	-
Royal Commission on Auckland Governance	2008/09	(600)	-	-	-	-
Expert Panel and Citizens Forum on Electoral System and State Funding	2008/09	(4,400)	-	-	-	-
Expert Panel and Citizens' Forum on Electoral System and State Funding	2007/08	3,363	-	-	-	-
Historical abuse claims	2007/08	1,650	1,650	1,650	1,650	1,650
Royal Commission on Auckland Governance	2007/08	1,814	-	-	-	-
Departmental Personnel Capability	2005/06	454	454	454	454	454
Significant Community Based Projects Fund	2005/06	889	-	-	-	-
Upgrade of Information and Technology Infrastructure	2004/05	328	328	328	328	328

Regulatory Services (M41)

Scope of Appropriation

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

Expenses and Revenue

	2008/09		2009/10
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	25,845	25,327	25,929
Revenue from Crown	3,198	3,198	3,639
Revenue from Other	23,933	23,933	23,737

Output Performance Measures and Standards

Performance Measures	2008/09		2009/10
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Regulatory Services - Gambling (see Note 1)			
Percentage of audits of club gaming machine societies completed within two months is no less than:	N/A	85%	80%
Percentage of audits of non-club gaming machine societies completed within three months is no less than:	N/A	55%	80%
Percentage of gambling prosecution cases dismissed where prima facie case is not established is no more than:	5%	5%	5%
Percentage of respondents to a survey of gambling sector organisations and operators who rate their satisfaction with how information services provided by the Department support their ability to comply with relevant laws conditions and rules at 3 or above on a scale of 1 to 5 is no less than:	85%	85%	85%
Activity Information (see Note 2)			
Number of club and non-club licence renewal applications processed:	350 - 400	350 - 400	350 - 400
Number of other class 3 and 4 licence applications and Certificates of Approval processed:	5,500- 6,000	5,500- 6,000	5,500- 6,000
Number of clubs and non-clubs audited:	N/A	74	17 - 40
Number of venue inspections:	N/A	400	200 - 300
Number of possible breaches of gambling legislation identified:	N/A	350	As required
Number of breaches found:	N/A	330	As required
Gambling Commission			
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 or above	3 or above

Performance Measures	2008/09		2009/10
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Regulatory Services - Censorship			
Percentage of non-compliant practices identified during inspection processes or as a result of complaints are dealt with during the inspection or within 3 months, and the balance dealt with within 12 months.	75% within 3 months 25% within 12 months	80% within 3 months 20% within 12 months	75% within 3 months 25% within 12 months
Percentage of censorship prosecution cases dismissed where prima facie case is not established is no more than:	5%	0%	5%
Activity Information (see Note 2)			
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	600
Number of censorship prosecutions undertaken:	20 - 40	20-40	20 - 40
Regulatory Services - Unsolicited Electronic Messages			
Percentage of New Zealand-linked complaints, which are dealt with within 3 months of receipt and the balance dealt with within 12 months is no less than:	75% within 3 months 25% within 12 months	30% within 3 months 70% within 12 months	75% within 3 months 25% within 12 months
Number of formal presentations to industry and the community:	4	5	4
Activity Information (see Note 2)			
Number of New Zealand-linked complaints (including complaints about electronic messages containing unsolicited sexual content) and proactive investigations responded to:	700	700	700
Number of public enquiries responded to:	N/A	600	300
Number of civil liability proceedings undertaken:	N/A	3	As required

Note 1 - The measures above reflect a significant review of the gambling measurement framework due to changes in operating procedure and system reporting capability. Changes have resulted in the modification of many of the timeliness measures, with benchmarks to be established as there is no historical data to identify the appropriate benchmark.

The new quality measure is introduced to signal the high priority placed on the quality of the licence renewal and society audit activities.

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

Memorandum Account

	2008/09		2009/10
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Administration of non-casino gaming			
Opening Balance at 1 July	(6,336)	(6,336)	(4,403)
Revenue	18,501	18,192	18,510
Expenses	16,422	16,259	16,213
Transfers and Adjustments	-	-	-
Closing Balance at 30 June	(4,257)	(4,403)	(2,106)

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	2008/09 Budgeted \$000	2009/10 Budget \$000	2010/11 Estimated \$000	2011/12 Estimated \$000	2012/13 Estimated \$000
Censorship Enforcement Activity	2009/10	-	611	611	611	611
Gambling licensing and compliance activities	2007/08	1,236	1,077	840	505	505
Anti-Spam Regulation	2006/07	900	900	900	900	900
Departmental Personnel Capability	2005/06	382	382	382	382	382
Upgrade of Information and Technology Infrastructure	2004/05	927	927	927	927	927
Censorship - Increased Protection	2004/05	317	317	317	317	317

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

	2008/09		2009/10
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	5,680	5,666	5,520
Revenue from Crown	4,742	4,742	4,557
Revenue from Other	937	937	962

Output Performance Measures and Standards

Performance Measures	2008/09		2009/10
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Ethnic Affairs Policy Advice			
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 (see Note 1)	Satisfied or better (see Note 1)	Satisfied or better (see Note 1)
Policy advice is delivered according to the timeframes agreed.	100%	100%	100%
Ministerial Correspondence and Questions			
Percentage of first versions of replies to ministerial correspondence, Official Information Act 1982 requests, Ombudsman's inquiries and parliamentary questions accepted by the Minister is no less than:	95%	95%	95%
Percentage of draft responses to ministerial correspondence returned to the Minister's office for signature within 15 working days of receipt from the Minister's office or such other deadlines as may be specifically agreed is no less than:	95%	95%	95%
Percentage of draft responses to Official Information Act 1982 requests and Ombudsman's inquiries returned to the Minister's office for signature five days prior to the statutory deadline for reply is no less than:	100%	100%	100%
Percentage of draft replies to parliamentary questions completed within the time frames specified by the Minister is no less than:	100%	100%	100%
Activity Information (see Note 2)			
Number of replies to ministerial correspondence, Official Information Act 1982 requests and Ombudsman's inquiries, and answers to parliamentary questions.	40	40	40
Advisory and Information Services to Ethnic Communities			
Percentage of 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%
Activity Information (see Note 2)			
Number of requests from ethnic communities for information or advice responded to:	3,500 - 4,000	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	50	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.
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	2008/09 Budgeted \$000	2009/10 Budget \$000	2010/11 Estimated \$000	2011/12 Estimated \$000	2012/13 Estimated \$000
Strong, connected and participating diverse ethnic communities	2008/09	500	500	500	500	500
Increasing Ethnic Diversity Leadership	2007/08	600	600	600	600	600
Migrant Levy allocation	2007/08	435	330	332	232	232
Departmental Personnel Capability	2005/06	149	149	149	149	149
Increase the Capacity of the Office of Ethnic Affairs	2005/06	793	793	793	793	793
Upgrade of Information and Technology Infrastructure	2004/05	112	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"> People are protected from spam and objectionable material 	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

	2008/09		2009/10
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	1,960	1,960	1,960

Output Performance Measures and Standards

Performance Measures	2008/09		2009/10
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Quantity			
Classification decisions:	2,040 - 2,760	2,532	2,400 - 2,800
Inquiries answered:	N/A	1,130	1,000 - 1,500
Annual research projects:	1	1	1
Quality			
Classifications consistent with standards in the Classification Office Practice Manual:	95%	100%	95%
Timeliness			
Classifications for "simple" section 12 publications completed within 30 days:	90%	98%	90%
Classifications for section 13 publications completed within 55 days:	70%	91%	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	<p>Section 77 - Functions of Classification Office describes the functions of the Classification Office.</p> <p>Section 85 - Administration of Classification Office details the administrative responsibilities of the Classification Office.</p> <p>Section 88 - Information Unit details the function of the Information Unit which is a unit within the Classification Office.</p>

Development of On-line Authentication Services (M41)

Scope of Appropriation

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

Expenses

	2008/09		2009/10
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	-	-	116

Reasons for Change in Appropriation

New appropriation. Established in Vote Internal Affairs after transfer from Vote State Services.

Output Performance Measures and Standards

Performance Measures	2008/09		2009/10
	Budgeted Standard	Estimated Actual Standard	Budget Standard
Services to be delivered according to the Memorandum of Understanding between the Secretary for Internal Affairs and the Office of the Privacy Commissioner	-	-	Meet

Current and Past Policy Initiatives

Policy Initiative	Year of First Impact	2008/09 Budgeted \$000	2009/10 Budget \$000	2010/11 Estimated \$000	2011/12 Estimated \$000	2012/13 Estimated \$000
Transfer of appropriation from Vote State Services to Vote Internal Affairs	2009/10	-	116	116	116	116

Summary of Service Providers for Non-Departmental Outputs

Provider	2008/09 Budgeted \$000	2008/09 Estimated Actual \$000	2009/10 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	N/A
Privacy Commissioner	-	-	116	Annual report of the Department of Internal Affairs	N/A

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

	2008/09		2009/10
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	49	31	49

Public Inquiries (M41)

Scope of Appropriation

Fees for inquiries and investigations.

Part 6 - Details and Expected Results for Capital Expenditure

Part 6.1 - Departmental Capital Expenditure

Department of Internal Affairs - Capital Expenditure PLA (M41)

Scope of Appropriation

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

Capital Expenditure

	2008/09		2009/10
	Budgeted \$000	Estimated Actual \$000	Budget \$000
Forests/Agricultural	-	-	-
Land	-	-	-
Property, Plant and Equipment	9,823	9,823	10,155
Intangibles	17,402	17,402	25,423
Other	-	-	-
Total Appropriation	27,225	27,225	35,578

Reasons for Change in Appropriation

The increase in capital appropriation is a result of the Government Technology Service moving from Vote Sate Services to Vote Internal Affairs