

# VOTE Internal Affairs

# VOTE Internal Affairs

## OVERVIEW

Appropriations sought for Vote Internal Affairs in 1998/99 total \$157.143 million including GST. The appropriations are intended to be spent as follows:

- \$118.257 million (75.3% of the Vote) on: supporting Ministers of the Crown; issuing citizenship and passports and the registration of and access to information about births, deaths and marriages; National Archives; providing advice and information to the community; running the Millennium Office; administering various community and lottery grants, trusts and fellowships; producing important historical publications; producing the *Dictionary of New Zealand Biography* and *New Zealand Gazette*; managing Crown property, monuments and war graves, commemorative and national anniversary events; providing policy advice; translation services and VIP transport; administering and enforcing various legislation on casinos, censorship and gaming; and authentication services.
- \$2.724 million (1.7% of the Vote) on purchasing services from: authorised public museums for the authentication of antiquities; the Office of Film and Literature Classification for examination and classification of films, videos and publications; and community-based funding for youth development projects aimed at youth suicide prevention.
- \$11.859 million (7.5% of the Vote) on: funding community organisation schemes, grants and youth development projects; and annuities to former Prime Ministers, former Governors-General and their widows and spouses.
- \$23.617 million (15.0% of the Vote) on: paying travel expenses for Ministers, former Prime Ministers and former Governors-General; Executive Council and Ministers' salaries and allowances, and Governors-General pension arrangements; Year 2000 commemorations; developing and maintaining Services cemeteries, war graves, historic graves, and upkeeping Commonwealth war graves of New Zealand Service personnel; grants for a training scheme for youth workers; miscellaneous grants; and the Royal Lifesaving Commonwealth Council.
- \$0.686 million (0.5% of the Vote) to pay for the development of the New Zealand Memorial in Canberra, Australia.

Details of how the appropriations are to be applied appear in Parts B and C of this Vote. Details of Crown revenue appear in Part F.

## Terms and Definitions

COGS	<i>Community Organisation Grants Scheme</i>
NZGO	<i>New Zealand Government Online</i>

## Footnotes

Note 1	<i>Non-departmental output classes are shown in italics.</i>
Note 2	<i>Not applicable as Crown revenue is not appropriated.</i>
Note 3	<i>Appropriations are stated GST inclusive (where applicable).</i>
Note 4	<i>For this output class, the Minister of Finance has approved the incurring of costs up to the Estimates level of trading revenue earned from third parties. This approval is given under section 10 of the Public Finance Act 1989.</i>
Note 5	<i>Expenses to be incurred pursuant to sections 4 and 24 of the Civil List Act 1979.</i>
Note 6	<i>Expenses to be incurred pursuant to section 2 of the Civil List Act 1979.</i>
Note 7	<i>“Advisory Services” is defined in Part C of the 1998/99 Departmental Forecast Report.</i>
Note 8	<i>“Facilitation” is defined in Part C of the 1998/99 Departmental Forecast Report.</i>

# VOTE Internal Affairs

VOTE MINISTER: MINISTER OF INTERNAL AFFAIRS

ADMINISTERING DEPARTMENT: DEPARTMENT OF INTERNAL AFFAIRS

*The Minister of Internal Affairs is the Responsible Minister for the Department of Internal Affairs*

## Part A - Statement of Objectives and Trends

### Part A1 - Objectives for Vote Internal Affairs

The services to be purchased by the Minister of Internal Affairs will contribute to the Coalition Government's strategic objectives in the areas of:

- enterprise and innovation
- external linkages
- economic and social participation
- safer communities
- Treaty of Waitangi
- protecting and enhancing the environment.

Internal Affairs will contribute to the strategic objectives by focusing on the effective and efficient delivery of a range services under three departmental strategic themes. These are:

- build strong communities
- strengthen New Zealand identity
- support executive government.

### ***Linkages Between Output Classes and Government's Strategic Objectives***

The linkages between the output classes to be funded and the Coalition Government's strategic objectives are shown below under their respective themes:

#### **Build Strong Communities**

<b>Output Classes</b> (see note 1)	<b>Related Outcomes</b>
D3 Administrative and Advisory Support Services	<p>Contributes to the Government's objectives in the area of:</p> <ul style="list-style-type: none"> <li>• economic and social participation</li> </ul> <p>by providing services to a range of organisations for the distribution of profits from New Zealand lotteries.</p>
D6 Administration of Grants  O3 <i>Community Based Youth Development Fund</i>	<p>Contribute to the Government's objectives in the area of:</p> <ul style="list-style-type: none"> <li>• economic and social participation</li> </ul> <p>by providing services or funding relating to the assessment and disbursement of grants to a variety of community-based organisations.</p>
D7 Issuing of Licences and Administration of Regulations  O2 <i>Classification of Films, Videos and Publications</i>	<p>Contribute to the Government's objectives in the areas of:</p> <ul style="list-style-type: none"> <li>• enterprise and innovation</li> <li>• economic and social participation</li> <li>• safer communities</li> </ul> <p>by providing gaming licensing, inspection and auditing services, and censorship services.</p>

**Build Strong Communities**

<b>Output Classes</b>	<b>Related Outcomes</b>
<p>D9 Policy Advice (Internal Affairs)</p>	<p>Contributes to the Government’s objectives in the areas of:</p> <ul style="list-style-type: none"> <li>• enterprise and innovation</li> <li>• external linkages</li> <li>• economic and social participation</li> <li>• safer communities</li> <li>• Treaty of Waitangi</li> <li>• protecting and enhancing the environment</li> </ul> <p>by providing high-quality policy advice on gaming, censorship, community development, building controls, fire service and ethnic affairs.</p>
<p>D10 Community Advisory and Information Services</p>	<p>Contributes to the Government’s objectives in the areas of:</p> <ul style="list-style-type: none"> <li>• economic and social participation</li> <li>• Treaty of Waitangi</li> </ul> <p>by providing a range of information and advisory services to the community.</p>

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### Strengthen New Zealand Identity

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Output Classes	Related Outcomes
D1      National Archival Services	<p>Contributes to the Government's objectives in the areas of:</p> <ul style="list-style-type: none"> <li>• economic and social participation</li> <li>• Treaty of Waitangi</li> </ul> <p>by providing collection, storage, treatment, and other services relating to the preservation of the National Archives, including access to information vital to Treaty claims.</p>
D2      Official, Legal and Historical Publications	<p>Contributes to the Government's objectives in the areas of:</p> <ul style="list-style-type: none"> <li>• economic and social participation</li> <li>• Treaty of Waitangi</li> </ul> <p>by preparing and publishing significant historical works including the <i>Dictionary of New Zealand Biography</i>, and by publishing the <i>New Zealand Gazette</i>.</p>

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**Strengthen New Zealand Identity**


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<b>Output Classes</b>	<b>Related Outcomes</b>
D5      Property Management	<p>Contributes to the Government's objectives in the area of:</p> <ul style="list-style-type: none"> <li>• economic and social participation</li> </ul> <p>by providing services relating to the maintenance of national memorials and war graves, the preservation of heritage property and the protection of the symbols and emblems of New Zealand's sovereignty.</p>
D8      Issuing of Official Documents	<p>Contributes to the Government's objectives in the areas of:</p> <ul style="list-style-type: none"> <li>• external linkages</li> <li>• economic and social participation</li> </ul> <p>by providing services relating to official documentation such as passports and citizenship, and the registration and access of births, deaths and marriages information.</p>

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### Strengthen New Zealand Identity

Output Classes	Related Outcomes
D9 Policy Advice (Internal Affairs)	<p>Contributes to the Government's objectives in the areas of:</p> <ul style="list-style-type: none"> <li>• external linkages</li> <li>• economic and social participation</li> </ul> <p>by providing high-quality policy advice on New Zealand's heritage, heritage property, passports, citizenship and births, deaths and marriages.</p>
D11 Visits and Ceremonial Services	<p>Contribute to the Government's objectives in the area of:</p> <ul style="list-style-type: none"> <li>• economic and social participation</li> </ul> <p>by providing services relating to the commemoration of significant events in the history of the nation.</p>
O1 <i>Authentication of Antiquities</i>	<p>Contributes to the Government's objectives in the areas of:</p> <ul style="list-style-type: none"> <li>• economic and social participation</li> <li>• protecting and enhancing the environment</li> </ul> <p>by ensuring that the unlawful export of antiquities is prevented.</p>

### Support Executive Government

Output Classes	Related Outcomes
D3 Administrative and Advisory Support Services	<p>Contributes to the Government's objectives in the area of</p> <ul style="list-style-type: none"> <li>• economic and social participation</li> </ul> <p>by providing support services to a range of organisations (including the New Zealand Lottery Grants Board), trusts, and grant schemes, and by providing support services to commissions of inquiry.</p>

Support Executive Government	
Output Classes	Related Outcomes
D4 Support Services to Ministers D5 Property Management D12 Transport Services	Contribute to the Government's strategic objectives by providing a range of support services to Ministers of the Crown.
D11 Visits and Ceremonial Services	Contributes to the Government's objectives in the area of: <ul style="list-style-type: none"> <li>external linkages</li> </ul> by providing high-quality services for the visits of Guests of Government to New Zealand.
D13 Translation Services	Contributes to the Government's objectives in the areas of: <ul style="list-style-type: none"> <li>external linkages</li> <li>economic and social participation</li> </ul> by providing translations of information and documents in foreign languages.

## Part A2 - Trends in Vote Internal Affairs

Activity required of the Department of Internal Affairs since 1993/94 has involved several changes in administration. Consistent over the period have been responsibilities for community services, gaming, the issuing of documents of national identity (passports and citizenship), National Archives, support services to Ministers (office servicing, vehicle hire, property management, and support to visiting dignitaries), policy advice on various matters including the building industry and fire services, compilation of official histories, maintenance of war graves, and support services for the Lottery Grants Board and various trusts (including those arising from the *Rainbow Warrior* incident).

Changes over the period include:

1993/94:

- Establishment of the Building Industry Authority.

1994/95:

- Establishment of the Office of Film and Literature Classification as a Crown entity.

- The sale of Quality Service Enterprises.
- The commencement of the Commission of Inquiry into Certain Matters Relating to Taxation.

1995/96:

- The transfer of Births, Deaths and Marriages from the Department of Justice.
- Continuation of the Commission of Inquiry into Certain Matters Relating to Taxation.
- Commission of Inquiry into the Disaster Near Punakaiki (Cave Creek Disaster).

1996/97:

- Continuation of the Commission of Inquiry into Certain Matters Relating to Taxation.
- Funding for the upgrade of the information technology assets in ministerial offices.

1997/98:

- Review of emergency services.
- Appointment of new members to the New Zealand Fire Service Commission.
- Continuation of the Commission of Inquiry into Certain Matters Relating to Taxation.
- The establishment of the Millennium Office.
- Closure of Link Centres and the move to more focused and improved service delivery arrangements for passport, citizenship, community advice, grants and gaming services.
- Restructuring to position the Department to contribute to the Government's strategic objectives more effectively and efficiently.
- Closure of National Archives Record Centres.
- Establishment of the Diana, Princess of Wales Memorial Fund Trust
- Cessation of computing and datacommunications services provided by the Department to third parties.
- Transfer of the core network to the Parliamentary Service.

1998/99:

- Funding for community-based youth development projects relating to youth suicide prevention.
- Funding for Year 2000 commemorations.
- Computerisation of births, deaths and marriages records and centralisation of the Births, Deaths and Marriages registry.

## Trends in Vote Internal Affairs - Summary of Appropriations and Crown Revenue

Types of Appropriation	1993/94	1994/95	1995/96	1996/97	1997/98		1998/99 Appropriations to be Used				
	Actual \$000	Actual \$000	Actual \$000	Actual \$000	Budget \$000	Estimated Actual \$000	By the Department Administering the Vote		For Non-Departmental Transactions		Total \$000
						Annual \$000	Other \$000	Annual \$000	Other \$000		
<b>Operating Flows</b>											
Classes of Outputs to be Supplied	129,975	121,890	128,964	138,459	138,375	136,749	117,766	491	2,724	-	120,981
Benefits and Other Unrequited Expenses	11,519	11,530	11,581	11,602	11,909	11,909	-	-	11,641	218	11,859
Borrowing Expenses	-	-	-	-	-	-	N/A	N/A	-	-	-
Other Expenses	15,349	16,493	16,376	14,861	16,384	16,044	-	-	19,368	4,249	23,617
<b>Capital Flows</b>											
Capital Contributions	2,174	1,444	1,375	-	-	-	-	-	-	-	-
Purchase or Development of Capital Assets	-	-	3	43	74	74	N/A	N/A	686	-	686
Repayment of Debt	-	-	-	-	-	-	N/A	N/A	-	-	-
<b>Total Appropriations</b>	159,017	151,357	158,299	164,965	166,742	164,776	117,766	491	34,419	4,467	157,143
<b>Total Crown Revenue and Receipts (see note 2)</b>	177	2,057	235	54	34	34	N/A	N/A	N/A	N/A	10

## Part B - Statement of Appropriations

### Part B1 - Details of 1998/99 Appropriations (see note 3)

	1997/98				1998/99		Description of 1998/99 Appropriations
	Vote		Estimated Actual		Vote		
Appropriations	Annual \$000	Other \$000	Annual \$000	Other \$000	Annual \$000	Other \$000	
<b>Departmental Output Classes (Mode B Gross)</b>							
D1 National Archival Services	10,253	-	10,253	-	<b>10,524</b>	-	The collection, storage and treatment (remedial and preventative) of official records including written documents, film footage, and other items. It also includes the description and making available of these items to government departments, other organisations and individuals; and providing operational policy and standard setting and archival advice.
D2 Official, Legal and Historical Publications	3,703	-	3,703	-	<b>3,323</b>	-	The research, writing, translation, editing, and other work involved in publishing historical works (including the <i>Dictionary of New Zealand Biography</i> ), war history publications, and the publication of the "New Zealand Gazette".
D3 Administrative and Advisory Support Services	9,582	-	9,578	-	<b>8,745</b>	-	Provision of advisory and accounting services to organisations including the New Zealand Lottery Grants Board and distribution committees, and other departmental, independent and Crown trusts. It also includes the provision of services to the Millennium Office.
D4 Support Services to Ministers	26,432	-	26,432	-	<b>23,569</b>	-	Provision of a range of support services to Ministers including administration, accounting, personnel, secretarial and advisory and media services.

D5 Property Management	4,168	-	4,168	-	<b>4,000</b>	- Acquisition, management and maintenance of Crown-owned ministerial property, the management of residential accommodation provided to Ministers of the Crown, and the management of national monuments, war graves and antiquities.
D6 Administration of Grants	2,744	-	2,744	-	<b>2,621</b>	- The administration of grants schemes including the provision of training and support services to grant distribution committees, monitoring of impact of training provided to distribution committees, monitoring applicant satisfaction with application processes, administration and distribution of grant funds to community organisations, monitoring the use of scheme criteria for decision-making processes, and monitoring the relationship between grants paid and resulting achievements. It also includes the administration of the Community Based Youth Development Fund.
D7 Issuing of Licences and Administration of Regulations	7,543	-	7,543	-	<b>7,120</b>	- Provision of services associated with licensing of gaming and licensing of employees of casinos. There are also inspection and auditing roles pursuant to the Gaming and Lotteries Act 1977, the Films, Videos and Publications Classification Act 1993, the Racing Act 1971 and the Casino Control Act 1990.
D8 Issuing of Official Documents	38,311	-	36,723	-	<b>41,255</b>	- Assessment of applications for, and the issuing of, New Zealand passports and for grants, registrations and determinations of citizenship; and the maintenance of a national record of citizenship and passports. Registration of, and providing access to information on, births, deaths and marriages; and the provision of authentication services.
D9 Policy Advice (Internal Affairs)	2,834	-	2,834	-	<b>2,313</b>	- Provision of policy advice on, and information relating to, heritage, gaming, classification of films, videos and publications, community services, building controls, fire service issues, ethnic affairs, archives, and youth development funding. Other services include the drafting of replies to ministerial correspondence, replies to parliamentary questions, Official Information Act requests and Ombudsmen inquiries.

## Part B1 - Details of 1998/99 Appropriations (Continued)

	1997/98				1998/99		Description of 1998/99 Appropriations
	Vote		Estimated Actual		Vote		
Appropriations	Annual \$000	Other \$000	Annual \$000	Other \$000	Annual \$000	Other \$000	
<b>Departmental Output Classes (Continued)</b>							
D10 Community Advisory and Information Services	6,958	-	6,958	-	<b>6,293</b>	-	Provision of advice and information to individuals, groups and agencies seeking assistance in meeting their economic, social and cultural needs. Provision of information services and advice to the public on the New Zealand Fire Service, the Building Industry Authority and Building Act 1991.
D11 Visits and Ceremonial Services	2,150	-	2,150	-	<b>2,089</b>	-	Provision of services for Guests of Government, State functions, commemorative events, national anniversaries and constitutional services.
D12 Transport Services	5,639	-	5,605	-	<b>5,914</b>	-	Provision of a limousine and self-drive service for Ministers and limousine service for other VIPs.
Computing and Data-communications Services	907	-	907	-	-	-	Provision of services to parliamentary offices and other clients. This includes user support and training, database management, technical support and systems planning and development.
Records Management and Storage	351	-	351	-	-	-	Provision of record storage facilities to third parties.
<b>Total Appropriations for Departmental Output Classes (Mode B Gross)</b>	121,575	-	119,949	-	117,766	-	<b>Refer to Part C1 for a full description.</b>
<b>Departmental Output Classes (Mode B Net)</b>							
D13 Translation Services (see note 4)	-	491	-	491	-	491	Provision of translation, interpreting and other foreign language services to Ministers, government departments, private organisations and individuals.
<b>Total Appropriations for Departmental Output Classes (Mode B Net)</b>	-	491	-	491	-	491	<b>Refer to Part C1 for a full description.</b>

<b>Non-Departmental Output Classes</b>							
O1 Authentication of Antiquities	21	-	21	-	<b>21</b>	-	Provision of services, such as the authentication of items or artefacts as antiquities, by authorised public museums under the Antiquities Act 1975.
O2 Classification of Films, Videos and Publications	2,230	-	2,230	-	<b>2,230</b>	-	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.
O3 Community Based Youth Development Fund	-	-	-	-	<b>473</b>	-	Funding for community-based youth development projects aimed at youth suicide prevention.
Fire Prevention Services	14,058	-	14,058	-	-	-	Provision of fire prevention and suppression services at standards which conform with the Fire Service Act 1975 and the Forest and Rural Fires Act 1977.
<b>Total Appropriations for Non-Departmental Output Classes</b>	16,309	-	16,309	-	2,724	-	<b>Refer to Part C2 for a full description.</b>
<b>Benefits and Other Unrequited Expenses</b>							
ANZAC Fellowship	9	-	9	-	<b>59</b>	-	Fellowships provided for New Zealanders to carry out research in Australia in their particular field.
Annuities to Former Prime Ministers, Governors-General and Widows (see note 5)	-	218	-	218	-	218	Annuities to former Prime Ministers, Governors-General and widows, pursuant to Civil List Act 1979 sections 4 and 24.
Community Organisation Grants Scheme	10,295	-	10,295	-	<b>10,295</b>	-	To distribute funds to community organisations which provide essential social services to priority sectors of their communities.



## Part B1 - Details of 1998/99 Appropriations (Continued)

	1997/98				1998/99		Description of 1998/99 Appropriations
	Vote		Estimated Actual		Vote		
Appropriations	Annual \$000	Other \$000	Annual \$000	Other \$000	Annual \$000	Other \$000	
<b>Benefits and Other Unrequited Expenses (Continued)</b>							
Community Project Workers Scheme	1,227	-	1,227	-	<b>1,227</b>	-	Grants to community organisations to meet community project workers' salaries for up to three years. About 25 to 35 projects are funded at any one time. Projects are reviewed annually.
Community Work Training Fund	60	-	60	-	<b>60</b>	-	A grant for national coordination of training, publicity and development for community workers.
Diana, Princess of Wales Memorial Fund Trust	50	-	50	-	-	-	A memorial fund to support those charities associated with the Princess at the time of her death.
Norman Kirk Memorial Trust	50	-	50	-	-	-	Donation to the Norman Kirk Memorial Trust Fund.
<b>Total Appropriations for Benefits and Other Unrequited Expenses</b>	11,691	218	11,691	218	11,641	218	
<b>Other Expenses to be Incurred by the Department</b>							
Restructuring Expenses	197	-	197	-	-	-	Restructuring costs relating to the National Archives Records Centres business.
<b>Total Appropriations for Other Expenses to be Incurred by the Department</b>	197	-	197	-	-	-	

<b>Other Expenses to be Incurred by the Crown</b>							
Commonwealth War Graves	1,421	-	1,421	-	<b>1,746</b>	-	A payment for the upkeep of New Zealand Service personnel war graves in war cemeteries overseas administered by the Commonwealth War Graves Commission.
Development and Maintenance of Service Cemeteries, War Graves, Historic Graves and Monuments	577	-	577	-	<b>914</b>	-	Development and maintenance of Service cemeteries, war graves, and historic graves within New Zealand, and monuments and memorials in New Zealand and overseas.
Executive Council and Ministers - Salaries and Allowances (see note 6)	-	4,232	-	4,005	-	4,232	Payments for civil purposes, Executive Council and Ministers' salaries and allowances, pursuant to section 2 of the Civil List Act 1979.
Governors-General Pension Arrangements (see note 6)	-	17	-	17	-	17	Payments for civil purposes, Governors-General pension arrangements, pursuant to section 2 of the Civil List Act 1979.
Ministers' Internal and External Travel	9,008	-	9,008	-	<b>9,008</b>	-	Payments for civil purposes, Ministers' internal and external travel, pursuant to section 2 of the Civil List Act 1979.
Miscellaneous Grants (Internal Affairs)	58	-	58	-	<b>148</b>	-	Discretionary funding provided on application.
Royal Life Saving Commonwealth Council	1	-	1	-	<b>1</b>	-	Enables the Royal Lifesaving Society (NZ) to participate in, and benefit from, international forums.
Travel for Ex Governors-General and Prime Ministers	277	-	250	-	<b>277</b>	-	Payments for civil purposes, pursuant to section 2 of the Civil List Act 1979.
Treaty Commemorations at Waitangi	324	-	242	-	<b>324</b>	-	The Crown's contribution to the cost of Treaty commemorations.
Cave Creek Disaster Claims	30	-	30	-	-	-	Payment to Buller District Council to meet the costs incurred relating to the Cave Creek disaster.
Commission of Inquiry into Certain Matters Relating to Taxation	42	-	38	-	-	-	To fund the Commission of Inquiry into Certain Matters Relating to Taxation.

## Part B1 - Details of 1998/99 Appropriations (Continued)

	1997/98				1998/99		Description of 1998/99 Appropriations
	Vote		Estimated Actual		Vote		
Appropriations	Annual \$000	Other \$000	Annual \$000	Other \$000	Annual \$000	Other \$000	
<b>Other Expenses to be Incurred by the Crown (Continued)</b>							
Year 2000 Commemorations	-	-	-	-	<b>6,750</b>	-	Funding for the commemoration of the new millennium.
Youth Workers Training Scheme	200	-	200	-	<b>200</b>	-	Grants for on-the-job training for both paid and voluntary youth workers on a regional short-term basis.
<b>Total Appropriations for Other Expenses to be Incurred by the Crown</b>	11,938	4,249	11,825	4,022	19,368	4,249	
<b>Purchase or Development of Capital Assets by the Crown</b>							
New Zealand Memorial in Canberra	74	-	74	-	<b>686</b>	-	Work relating to design and construction of the New Zealand Memorial, in Canberra, Australia.
<b>Total Appropriations for Purchase or Development of Capital Assets by the Crown</b>	74	-	74	-	686	-	<b>Refer to Part E2 for a full description.</b>
<b>Total Appropriations</b>	161,784	4,958	160,045	4,731	152,185	4,958	

## Part C - Explanation of Appropriations for Output Classes

### Part C1 - Departmental Output Classes

#### ***Output Class D1 - National Archival Services***

##### *Description*

The Minister of Internal Affairs will purchase services which include the collection, storage and treatment (remedial and preventative) of official records including written documents, film footage and other items. These services will also include the: description and making available of these items to government departments, other organisations and individuals; provision of advice on archives, records and information management issues; and development of operational policy and setting of standards.

##### *Quantity, quality, timeliness and cost*

The Minister of Internal Affairs will expect the following to be achieved:

##### Reference services

- 24,000 (the estimated range is 20,000 to 26,000) inquiries (in person, letter/fax, e-mail, telephone, loans of archives to government agencies).
- At least 85% of reference retrieval requests meet agreed timeframes (requests are defined as productions to the reading room).
- 80% of respondents to a client satisfaction survey rate services at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”.

##### Selection and description

- 230 services (estimated 65 appraisals and 165 transfers) provided to government departments and agencies.
- An estimated 3,200 linear metres of archives expected to be offered and accepted for transfer.
- 80% of departments and agencies that respond to a client satisfaction survey rate services at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”.
- 90% linear metres of archives transfers processed to standard (listed in the 1998/99 Purchase Agreement) after six months.

##### Physical preservation and storage

- 65,000 linear metres of textual archives (expected to increase this year by an additional 3,200 linear metres) and 1,827,000 non-textual items housed, maintained and protected, with 1,300 linear metres of textual archives and 36,000 non-textual items covered in condition survey programme.

- 90% of treatment requests meet agreed timeframes.
- 22 of 49 recommendations in the 1997/98 financial year condition surveys actioned to the satisfaction of the Chief Archivist (purchaser).

#### Archives education

- 12,000 (the range is 10,000 to 14,000) contacts with individuals through tours, exhibitions, seminars and talks.
- 80% of individuals who respond to a client satisfaction survey of tours, rate the quality of the service at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 “outstanding” - a sample of tour participants is surveyed.

#### Provision of archival advice

- 100 items of advice provided by telephone and in person, the estimated range is 90 to 110 items.
- 50 written advice reports, of which five are substantive reports. The estimated range is 40 to 60 reports.
- 95% of advice items provided within agreed deadlines and standards acceptable to the Chief Archivist.
- 95% of appraisals processed within 10 working days.

#### Provision of operational policy and standard setting

- Develop policies and set standards as required, the estimated number of policies and standards being four.
- 95% of policies and standards provided within agreed deadlines and to criteria acceptable to the Chief Archivist in accordance with criteria as listed in the 1998/99 Purchase Agreement.

This output class will be provided within the appropriated sum of \$10.524 million (inclusive of GST).

Year	Cost GST incl \$000	Cost GST excl \$000	Total Revenue GST excl \$000	Revenue Crown GST excl \$000	Revenue Other GST excl \$000
1998/99	10,524	9,354	9,360	8,532	828
1997/98	10,253	9,114	9,114	8,434	680

The GST-inclusive costs of outputs to be supplied within this output class in 1998/99 are:

- reference services \$3,557,000
- selection and description \$2,541,000
- physical preservation and storage \$3,049,000

- |  |             |
|--|-------------|
| • archives education                                   | \$1,017,000 |
| • provision of archival advice                         | \$181,000   |
| • provision of operational policy and standard setting | \$179,000   |

The 1997/98 final appropriation for this output class was \$10.253 million including GST.

### ***Output Class D2 - Official, Legal and Historical Publications***

#### *Description*

The Minister of Internal Affairs will purchase research, writing, translation, editing and other work involved in publishing historical works including the *Dictionary of New Zealand Biography*. This will include war history publications, and the publication of the *New Zealand Gazette*.

#### *Quantity, quality, timeliness and cost*

The Minister of Internal Affairs will expect the following to be achieved:

#### *Dictionary of New Zealand Biography*

- Volumes I, II, III and IV (English) and Volumes I, II and III (Māori) to be kept in print.
- Volume IV (Māori) to be completed by 30 June 1999.
- Volume V (English) to be 70% complete by 30 June 1999.
- Volume V (Māori) to be 20% complete by 30 June 1999.
- All *Dictionary of New Zealand Biography* essays completed to factual and reference standards as endorsed by the *Dictionary's* Policy Committee. These standards are listed in the Department's 1998/99 Purchase Agreement.

#### *New Zealand written history*

- 15 historical projects, which are detailed in the Department's 1998/99 Purchase Agreement, and which will be progressed to the timetable and criteria as specified by the Historical Branch Advisory Committee.
- 95% of historical publications written to time and content criteria specified by the Historical Branch Advisory Committee.

#### *New Zealand Gazette*

- 49 principal editions, two special editions, 47 custom editions, five professional and trade lists, and 70 supplements.
- All *New Zealand Gazettes* published to deadlines.
- 95% of *New Zealand Gazettes* published to specified quality criteria.

Cost

This output class will be provided within the appropriated sum of \$3.323 million (inclusive of GST).

Year	Cost GST incl \$000	Cost GST excl \$000	Total Revenue GST excl \$000	Revenue Crown GST excl \$000	Revenue Other GST excl \$000
1998/99	3,323	2,952	2,971	1,349	1,622
1997/98	3,703	3,305	3,182	1,348	1,834

The GST-inclusive costs of outputs to be supplied within this output class in 1998/99 are:

- *Dictionary of New Zealand Biography* \$791,000
- New Zealand written history \$1,187,000
- *New Zealand Gazette* \$1,345,000

The *New Zealand Gazette* is funded solely by non-Crown revenue.

The 1997/98 final appropriation for this output class was \$3.703 million including GST.

### ***Output Class D3 - Administrative and Advisory Support Services***

#### *Description*

The Minister of Internal Affairs will purchase:

- clerical, advisory and accounting support services which will be provided to a range of organisations, including the New Zealand Lottery Grants Board and distribution committees, and various other departments and independent and Crown trusts
- services relating to the running of the New Zealand Millennium Board and Office.

From time to time the Minister will purchase support services for commissions of inquiry. Services provided will vary and may include accommodation, administration and accounting services.

#### *Quantity, quality, timeliness and cost*

The Minister of Internal Affairs will expect the following to be achieved:

#### Millennium Office

- Calendar of Official Events developed by 31 December 1998 to the satisfaction of the Millennium Board.

- 120 briefings with local government and iwi completed by 30 September 1998 to the satisfaction of attendees at briefings such that 90% of organisations briefed participate in the programme.
- 100% of an estimated 5,000 requests for information responded to within five working days of receipt.
- 100% of an estimated 1,000 applications for funds processed in accordance with the published criteria, within 40 working days of receipt of completed applications.
- Where an application is approved, payment of initial instalment made within 10 working days of final approval.
- A risk assessed sample of 20% of organisations that have received funding (total of a maximum sample being 40) audited for correct use of funding, in accordance with specified and published criteria.
- Two tracking studies of consumer attitude and awareness completed by November 1998 and June 1999 respectively.

#### Historical advice and administrative services

- 350 (the range is 300 to 400) historical inquiries received.
- 98% of advice provided to standards as listed in the 1998/99 Purchase Agreement.
- 98% of 160 applications processed for three grant schemes (Awards in History, Awards in Oral History, and Grants to Publishers) administered to standards as listed in the 1998/99 Purchase Agreement.

#### Crown trusts and fellowships

- The Winston Churchill Memorial Trust, the Norman Kirk Memorial Trust, the Pacific Development and Conservation Trust, the Peace and Disarmament Education Trust, the ANZAC Fellowship Scheme serviced.
- 2,100 (the estimated range is 2,000 to 2,200) application form mailouts sent and 570 (the estimated range is 500 to 600) award applications for trusts and fellowships processed.
- 580 (the estimated range is 550 to 620) report mailouts sent.
- 98% of administrative and advisory support services provided to agreed criteria listed in the 1998/99 Purchase Agreement.

#### Lottery grants

- 6,500 grant applications processed.
- 100 decision-making meetings serviced.
- Cost per application processed to be \$1,000 or less.
- Cost per dollar distributed to be eight cents or less.



- Percentage of total Grants Board income used in administration to be 6% or less.
- 85% of respondents to a client satisfaction survey rate services at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”; the assessment mechanism being an annual survey of a random sample of Lottery Grants Board or Lottery Grants Distribution Committee members.
- 85% of grants applicants responding to a survey rate services at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”; the assessment mechanism being an annual independent survey of a random sample of lottery grants applicants.

#### Cost

This output class will be provided within the appropriated sum of \$8.745 million (inclusive of GST).

Year	Cost GST incl \$000	Cost GST excl \$000	Total Revenue GST excl \$000	Revenue Crown GST excl \$000	Revenue Other GST excl \$000
1998/99	8,745	7,766	7,832	823	7,009
1997/98	9,582	8,514	8,543	1,454	7,089

The GST-inclusive costs of outputs to be supplied within this output class in 1998/99 are:

- Millennium Office \$563,000
- historical advice and administrative services \$310,000
- crown trusts and fellowships \$282,000
- lottery grants \$7,590,000

The 1997/98 final appropriation for this output class was \$9.582 million including GST.

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

#### ***Output Class D4 - Support Services to Ministers***

##### *Description*

The Minister of Internal Affairs will purchase a range of support services for Ministers, including administration, accounting, personnel, secretarial, advisory and media services.

*Quantity, quality, timeliness and cost*

The Minister of Internal Affairs will expect the following to be achieved:

- Administrative, accounting and personnel services for all Ministers and other members of the Executive and approximately 200 support staff.
- Monitoring of 27 daily newspapers, 27 community, two business and two Sunday papers for clients.
- NZPA wire service and advisory service on audio/visual transcripts to Ministers.
- Metropolitan newspapers processed within an average of eight working hours of receipt of newspapers.
- Response times to requests for services are: personnel services one working day; administrative services two working days; and answering ministerial and parliamentary questions two working days.
- All services provided to criteria as specified in the *Ministerial Services Handbook*, and in accordance with Ministers' and government demands and correct authorisation.
- Ministerial satisfaction rating for administrative and media services is 7 or greater on a scale of 1 to 9, where 1 is "very poor" and 9 is "outstanding", the assessment mechanism being an annual survey.

Cost

This output class will be provided within the appropriated sum of \$23.569 million (inclusive of GST).

Year	Cost GST incl \$000	Cost GST excl \$000	Total Revenue GST excl \$000	Revenue Crown GST excl \$000	Revenue Other GST excl \$000
1998/99	23,569	20,950	20,950	20,925	25
1997/98	26,432	23,495	23,495	23,470	25

The 1997/98 final appropriation for this output class was \$26.432 million including GST.

***Output Class D5 - Property Management****Description*

The Minister of Internal Affairs will purchase services relating to the acquisition, management and maintenance of Crown-owned ministerial property, the management of residential accommodation provided for Ministers of the Crown and other clients, and the management of national monuments, war graves and antiquities. Activities under this output class include:

- the maintenance of memorials owned by the Crown and the management and upkeep of war graves, including the construction and installation of new plaques, headstones and memorials
- the management of other residential accommodation, including maintenance, refurbishment and associated works supervision
- grounds maintenance, rates and other routine household maintenance of Crown-owned residences
- services associated with the administration of the Antiquities Act 1975
- the disbursement of certain “single payment” non-departmental payments.

*Quantity, quality, timeliness and cost*

The Minister of Internal Affairs will expect the following to be achieved:

Management of residential property

The Minister expects that the management of five Crown-owned ministerial residences on three titles, 11 Department-owned houses, and 12 rented properties will be assessed as follows:

- Properties managed to the standards as listed in the 1998/99 Purchase Agreement.
- Time taken to provide specific property management services is not more than two working days from request.
- Emergencies which involve health and/or safety will be attended immediately (a 24-hour and 365-day service).
- Ministerial satisfaction rating for property management is 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 “outstanding”; the assessment mechanism being an annual survey.

Management of national monuments, war graves and antiquities

- 4,188 war graves, 70 historic graves and 16 national monuments maintained.
- Maintenance of 172 Services cemeteries contributed to.
- The National War Memorial and five overseas war memorials managed and maintained in accordance with the agreed programme.
- 2,500 (the estimated range is 2,000 to 2,700) orders for ex-Service memorials completed.
- All national monuments, war and historical graves managed and maintained in a good state of repair. That is, the inscriptions are legible and the stonework intact.
- All ex-Service memorials are factually correct, meet technical specifications as contracted and correctly installed.

- Not less than 75% of plaques and headstones constructed and provided within four months, where correct documentation is supplied with the application.
- 150 (the estimated range is 120 to 180) applications made under the Antiquities Act 1975 completed.
- An estimated 50 export certificates for antiquities issued (estimated range is 40 to 60).
- An estimated 50 determinations on the custody of newly found artefacts (estimated range being 40 to 60).
- An estimated 50 collectors of artefacts registered (estimated range being 40 to 60).
- No more than 3% of decisions made overturned through the appeal process.

#### Cost

This output class will be provided within the appropriated sum of \$4 million (inclusive of GST).

Year	Cost GST incl \$000	Cost GST excl \$000	Total Revenue GST excl \$000	Revenue Crown GST excl \$000	Revenue Other GST excl \$000
1998/99	4,000	3,555	3,556	3,217	339
1997/98	4,168	3,705	3,706	3,302	404

The GST-inclusive costs of outputs to be supplied within this output class in 1998/99 are:

- management of residential property \$2,806,000
- management of national monuments, war graves and antiquities \$1,194,000

The 1997/98 final appropriation for this output class was \$4.168 million including GST.

#### ***Output Class D6 - Administration of Grants***

##### *Description*

The Minister of Internal Affairs will purchase services relating to the administration of five grants schemes including:

- provision of training and support services to grant distribution committees
- monitoring of impact of training provided to distribution committees
- monitoring applicant satisfaction with application processes
- administration and distribution of grant funds to community organisations
- monitoring the use of scheme criteria for decision-making processes

- monitoring the relationship between grants paid and achievements resulting.

*Quantity, quality, timeliness and cost*

The Minister of Internal Affairs will expect the following to be achieved:

- Five community development grant schemes (Community Organisation Grants Scheme (COGS), Youth Worker Training Scheme, the Community Project Workers Scheme, Community Work Training Scheme and the Community Based Youth Development Fund) administered.
- Provision of support and training to:
  - the COGS National Advisory Committee
  - 40 COGS local distribution committees
  - the Community Workers Training Forum
  - five regional Youth Worker Training Forums
  - the Youth Development Fund Distribution Committee.
- 200 public meetings for 40 COGS distribution committees (the estimated range for meeting numbers is 150 to 250) organised.
- 40 public accountability meetings supported (the estimated range is 35 to 45).
- 3,700 applications for all grant schemes processed (the estimated range is 3,200 to 4,200).
- 95% of applications presented for consideration to distribution committees will comply with national and local schemes' eligibility criteria.
- Compliance with the above two quality standards will be assessed through a random sampling of 10% of all applications.
- 100% of COGS distribution committees comply with the national checklist criteria for committee selection.
- 95% of respondents to a customer satisfaction survey of COGS National Advisory and local distribution committees, Youth Worker Training Forums, and Community Workers Training Forum members and the Community Based Youth Development Fund Distribution Committee members, rate services at 7 or greater on a scale of 1 to 9, where 1 is "very poor" and 9 is "outstanding". A random sample of 10% of members will be surveyed once a year.
- 95% of respondents to a customer satisfaction survey of grant applicants, rate satisfaction with the services provided at 7 or greater on a scale 1 to 9 where 1 is "very poor" and 9 is "outstanding". A random sample of 10% of grant applicants will be surveyed once a year.

Cost

This output class will be provided within the appropriated sum of \$2.621 million (inclusive of GST).

Year	Cost GST incl \$000	Cost GST excl \$000	Total Revenue GST excl \$000	Revenue Crown GST excl \$000	Revenue Other GST excl \$000
1998/99	2,621	2,330	2,331	2,331	-
1997/98	2,744	2,439	2,439	2,439	-

The 1997/98 final appropriation for this output class was \$2.744 million including GST.

***Output Class D7 - Issuing of Licences and Administration of Regulations****Description*

The Minister of Internal Affairs will purchase services relating to the issuing of licences concerning all aspects of gaming and employees of the country's casinos. Services will also include the carrying out of investigations and audits to test compliance with regulations pursuant to the Gaming and Lotteries Act 1977, the Racing Act 1971, the Casino Control Act 1990 and the Films, Videos and Publications Classification Act 1993 and enforcing regulations pursuant to these Acts. Prosecutions will be carried out where appropriate.

*Quantity, quality, timeliness and cost*

The Minister of Internal Affairs will expect the following to be achieved:

Quantity*Gaming licensing*

- Prize competitions Target: 35 Range: 30 to 40
- Housie Target: 1,175 Range: 1,000 to 1,250
- Lotteries Target: 550 Range: 500 to 600
- Casino employee approvals and permits Target: 710 Range: 650 to 770
- Other games of chance Target: 275 Range: 250 to 300
- Society applications for gaming machine licences:
  - New applicants Target: 60 Range: 50 to 70
  - Amendments Target: 822 Range: 745 to 900
  - Annual re-licensing Target: 1,135 Range: 1,100 to 1,170

*Gaming audits*

- Audits of gaming machines societies Target: 250 Range: 200 to 300
- Audits of other gaming societies (incl. instant games, housie, lotteries, prize competitions, licensed promoters) Target: 50 Range: 40 to 60

*Gaming investigations*

- Gaming machine Target: 250 Range: 225 to 275
- Housie Target: 50 Range: 40 to 60
- Other Target: 5 Range: 1 to 10

*Gaming prosecutions*

- Gaming prosecutions Target: 5 Range: 1 to 10
- Cancellations, suspensions and official warnings Target: 150 Range: 125 to 175

*Casino audits*

- Financial audits Target: 750 Range: 700 to 800
- Table games Target: 740 Range: 730 to 750
- Gaming machines Target: 895 Range: 850 to 940
- Cashiering Target: 110 Range: 100 to 120
- Surveillance Target: 750 Range: 740 to 760
- Security Target: 24 Range: 20 to 28
- Income control Target: 12 Range: 10 to 14

*Casino investigations*

- Patron complaints in relation to the conduct of gaming Target: 100 Range: 80 to 120
- Ongoing suitability of individuals to hold Certificates of Approval Target: 15 Range: 10 to 20
- Investigations into operator breaches Target: 8 Range: 5 to 10
- Investigations into offences under the Casino Control Act Target: 70 Range: 60 to 80

*Censorship investigations*

- Inspections of video sites Target: 375 Range: 350 to 400
- Inspections of film sites Target: 37 Range: 25 to 50
- Inspections of magazines/books sites Target: 375 Range: 350 to 400
- Inspections of electronic media sites Target: 375 Range: 350 to 400
- Inspections of other forms of publications Target: 550 Range: 500 to 600
- Complaints investigated Target: 132 Range: 120 to 145

*Censorship prosecutions*

- Censorship prosecutions Target: 15 Range: 10 to 20
- Official warnings processed Target: 100 Range: 90 to 110

Quality and timeliness*Gaming licensing*

- 99% of licences issued without error and in accordance with policy and legislation.

*Gaming audits*

- Risk assessment in place.
- 95% of audits match risk profile.
- 20% of eligible societies audited in the year, with each eligible society audited each fifth year.
- All audit reports meet specified criteria.

*Gaming investigations*

- 100% of registered complaints acted on.
- All investigation reports meet specified criteria.

*Gaming prosecutions*

- 100% of cases successfully prosecuted.
- No cases dismissed where prima facie case not established.
- Maximum 5% of cases receive adverse judicial comments on prosecution case or proceeding investigation process.



*Casino audits*

- Risk assessment in place.
- 95% of audits match risk profile.
- All audit reports meet specified criteria.

*Casino investigations*

- All investigation reports meet specified criteria.
- 100% of complaints acted on within seven days.

*Censorship investigations*

- 100% of complaints acted on.
- 95% of investigation reports meet specified criteria.

*Censorship prosecutions*

- Minimum of 90% of cases successfully prosecuted.
- Maximum of 5% of cases dismissed where prima facie case not established.
- Maximum of 5% of cases receive adverse judicial comments on prosecution case or proceeding investigation process.

Cost

This output class will be provided within the appropriated sum of \$7.120 million (including GST).

Year	Cost GST incl \$000	Cost GST excl \$000	Total Revenue GST excl \$000	Revenue Crown GST excl \$000	Revenue Other GST excl \$000
1998/99	7,120	6,288	6,657	1,334	5,323
1997/98	7,543	6,703	6,720	1,699	5,021

The GST-inclusive costs of outputs to be supplied within this output class in 1998/99 are:

- gaming licensing \$1,980,000
- gaming audits \$750,000
- gaming investigations \$1,059,000
- gaming prosecutions \$19,000
- casino audits \$1,299,000

- |                             |           |
|-----------------------------|-----------|
| • casino investigations     | \$761,000 |
| • censorship investigations | \$839,000 |
| • censorship prosecutions   | \$413,000 |

The 1997/98 final appropriation for this output class was \$7.543 million including GST.

### ***Output Class D8 - Issuing of Official Documents***

#### *Description*

The Minister of Internal Affairs will purchase services relating to:

- informing the public about the services, entitlements and obligations arising from the Citizenship Act 1977, the Passport Act 1992 and the Births, Deaths, and Marriages Registration Act 1995
- the assessment of applications for and issuing of New Zealand passports and other travel documents
- the assessment of applications for grants of citizenship
- registrations and confirmations of citizenship
- registration of births, deaths and marriages
- issuing certificates and information relating to births, deaths and marriages
- maintenance of associated national records relating to passports, citizenship, births, deaths and marriages
- the authentication of official documents and documents notarised by New Zealand Notaries Public for use overseas.

#### *Quantity, quality, timeliness and cost*

The Minister of Internal Affairs will expect the following to be achieved:

#### Quantity

##### *Citizenship*

- |   |  |
|---|--|
| • Applications for grants of citizenship                  | Target: 22,000 Range: 20,000 to 24,000 |
| • Applications for registration of citizenship by descent | Target: 5,500 Range: 5,000 to 6,000    |
| • Applications for certificates of citizenship status     | Target: 2,250 Range: 2,000 to 2,500    |

*Passports*

- Standard passports Target: 307,500 Range: 281,000 to 334,000
- Urgent passports Target: 24,000 Range: 21,000 to 27,000
- Other travel documents Target: 10,000 Range: 8,000 to 12,000

*Authentication of documents*

- Authentication of documents Target: 1,750 Range: 1,700 to 1,800

*Births, deaths and marriages registration*

- Births Target: 59,000 Range: 56,000 to 62,000
- Deaths Target: 28,500 Range: 27,000 to 30,500
- Marriages Target: 21,250 Range: 20,000 to 22,500
- Name changes Target: 4,500 Range: 4,275 to 4,725
- Marriage celebrants Target: 8,000 Range: 7,600 to 8,400
- Births, deaths and marriages access certificates issued Target: 280,000 Range: 266,000 to 294,000
- Micrographics issued Target: 54,000 Range: 50,000 to 58,000

Quality and timeliness*Citizenship*

- 99% of citizenship documents issued without error.
- 80% of applications for grants of citizenship recommended to the Minister within four months of receipt.
- 95% of applications for registration of citizenship, not involving adoption, completed within 20 working days of receiving a complete application.
- 95% of applications for certificates of status completed within 20 working days of receiving a completed application.

### Passports

- 99% of passport documents issued without error.
- 100% of urgent passports issued within three working days of receipt of a complete application.
- 100% of non-urgent passports issued within 10 working days of receipt of a complete application.

### Births, deaths and marriages

- 100% of birth, death and marriage certificates issued without error.
- Average of the number of working days from receipt of a properly completed notification or application form to completed registration:
 

– Births	four working days
– Deaths	four working days
– Name changes	10 working days
– Marriage celebrants (organisations)	seven working days
– Marriage celebrants (individuals)	20 working days
- Applications for certificates processed:
 

– 95% of applications received at district office counter	one working day
– 95% of applications received <i>by mail</i> at district office	two working days
– 95% of applications for certificates received at central registry counter	three working days
– 95% of applications received <i>by mail</i> at central registry	eight working days
- 100% of applications for computer-based certificates that are received by 3.00 pm will be processed on the same working day.
- 100% of applications for computer-based certificates that are received after 3.00 pm will be processed the next working day.
- Micrographic retrieval of documents completed within an average of eight working days.

*Authentication services*

- 99% of documents authenticated without error.
- 95% of documents processed within five working days.

*Identity services policy*

- The policy work programme as attached as Appendix B of the 1998/99 Purchase Agreement.
- The capacity to respond in an urgent and timely manner with regular evaluation of government policy impacts on outcomes, and timely and relevant briefings on all significant Internal Affairs policy issues which arise during the year; providing briefings, advice and Cabinet papers and speech notes as required with particular focus on priority projects as described in Appendix B of the 1998/99 Purchase Agreement or as modified by negotiation during the year as issues arise; and support for the Minister of Internal Affairs as required in Cabinet committees, select committees and in the House.
- All policy advice items are provided in accordance with the quality criteria detailed in Part C of the 1998/99 *Departmental Forecast Report*.
- 100% of policy advice items provided meet deadlines specified in the work programme, as modified in the course of the year.
- Ministerial satisfaction with quantity, quality and timeliness of the policy advice rated at 8 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”, the assessment mechanism being a half-yearly survey. The Ministerial Satisfaction Survey is attached as Appendix E in the 1998/99 Purchase Agreement.
- Parliamentary questions, ministerial correspondence and Official Information Act requests responded to within agreed and statutory timeframes. Based on previous years’ figures, expected quantities of ministerial servicing products are 420 to 450 draft replies to ministerial correspondence and 35 to 40 parliamentary questions.

Cost

This output class will be provided within the appropriated sum of \$41.255 million (inclusive of GST).

Year	Cost GST incl \$000	Cost GST excl \$000	Total Revenue GST excl \$000	Revenue Crown GST excl \$000	Revenue Other GST excl \$000
1998/99	41,255	35,983	42,173	1,844	40,329
1997/98	38,311	33,601	37,679	2,320	35,359

The GST-inclusive costs of outputs to be supplied within this output class in 1998/99 are:

• citizenship	\$8,422,000
• passports	\$21,123,000
• births, deaths and marriages	\$11,119,000
• authentication services	\$104,000
• identity services policy	\$487,000

The 1997/98 final appropriation for this output class was \$38.311 million including GST.

### ***Output Class D9 - Policy Advice (Internal Affairs)***

#### *Description*

The Minister of Internal Affairs will purchase policy advice on, and information relating to, heritage, gaming, classification of films, videos and publications, community, building controls and fire service issues, ethnic affairs, archives and community-based youth development funding.

Other services to be purchased include the drafting of replies to ministerial correspondence, replies to parliamentary questions, Official Information Act requests, and Ombudsmen inquiries.

#### *Quantity, quality, timeliness and cost*

The Minister will expect the following to be achieved:

#### Internal Affairs policy advice

- The policy work programme as attached as Appendix B of the 1998/99 Purchase Agreement.
- The capacity to respond in an urgent and timely manner with regular evaluation of government policy impacts on outcomes, and timely and relevant briefings on all significant Internal Affairs policy issues which arise during the year; providing briefings, advice, Cabinet papers and speech notes as required with particular focus on projects described in Appendix B of the 1998/99 Purchase Agreement, as modified by negotiation during the year as issues arise; and support for the Minister of Internal Affairs as required in Cabinet committees, select committees and in the House.
- All policy advice items are provided in accordance with the quality criteria detailed in Part C of the 1998/99 *Departmental Forecast Report*.
- 100% of policy advice items provided meet deadlines specified in the policy work programme, as modified by agreement in the course of the year.

- Ministerial satisfaction with quantity, quality and timeliness of the policy advice rated at 8 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”, the assessment mechanism being a half-yearly survey. The Ministerial Satisfaction Survey is attached as Appendix E in the 1998/99 Purchase Agreement.

#### Ministerial correspondence and questions

- Quantity as required; estimated at 800 to 1,000 draft replies to ministerial correspondence and an estimated 400 to 500 parliamentary questions (based on previous years’ figures).
- At least 95% of first versions of draft replies to ministerial correspondence and parliamentary questions accepted by the Minister.
- Ministerial correspondence:
  - requiring the Minister’s signature: 95% of draft responses returned to the Minister’s office for signature within 15 working days of receipt of the ministerial correspondence from the Minister’s office
  - referred by the Minister for direct reply by the Department: 95% of responses despatched within 15 working days of receipt from the Minister’s office.
- Official information and Ombudsmen requests:
  - requiring the Minister’s signature: 100% of draft responses returned to the Minister’s office for signature, two days prior to the statutory deadline for reply
  - for direct response by the Department: 100% of requests responded to within the statutory timeframes.
- All draft replies to parliamentary questions completed within the timeframes specified by the Minister.

#### Cost

This output class will be provided within the appropriated sum of \$2.313 million (inclusive of GST).

Year	Cost GST incl \$000	Cost GST excl \$000	Total Revenue GST excl \$000	Revenue Crown GST excl \$000	Revenue Other GST excl \$000
1998/99	2,313	2,056	2,056	2,056	-
1997/98	2,834	2,519	2,519	2,519	-

The GST-inclusive costs of outputs to be supplied within this output class in 1998/99 are:

- Internal Affairs policy advice \$2,068,000
- ministerial correspondence and questions \$245,000

The 1997/98 final appropriation for this output class was \$2.834 million including GST.

### ***Output Class D10 - Community Advisory and Information Services***

#### *Description*

The Minister will purchase the provision of advice and information to individuals, groups and agencies seeking assistance in meeting their economic, social and cultural needs. Also purchased are advice and information provided to the Government on the New Zealand Fire Service and Commission, the Building Industry Authority and the Building Act 1991.

#### *Quantity, quality, timeliness and cost*

The Minister of Internal Affairs will expect the following to be achieved:

#### Advisory services (see note 7) to community groups

- Number of advisory contacts:
  - In depth advisory services (of more than two hours) written, in person or by telephone, for community groups: 3,500 (the estimated range is 3,300 to 3,700).
  - Project management advice and support to 35 community project worker agencies.
  - In depth advisory services with ethnic communities (written, in person or by telephone): 125 (the estimated range is 80 to 150).
  - Community Services training providers and Industry Training Organisations advised: four.
- 85 (the estimated range is 75 to 95) Community Funding Clinics and follow-up services provided.
- Facilitation (see note 8) of community processes, and coordination and support of community groups, central government and local government agencies:
  - Community planning and networking events co-ordinated: 100 (the estimated range is 80 to 120).
  - Safer Community Councils supported: 20 (the estimated range is 15 to 25).
  - Inter-agency groups supported: 20 (the estimated range is 15 to 25).
  - Number of consultation meetings/hui facilitated for community input to government and other policy processes: 25 (the estimated range is 15 to 30).
  - Joint Regional Funding Forums held: five.
- “Community Online” project advice provided to 200 community organisations (the estimated range is 150 to 250).



- Organisational development and management training for community groups:
  - Training workshops and seminars delivered: 100 (the estimated range is 80 to 120).
  - Community organisations receiving training: 400 (the estimated range is 350 to 450).
- Training and other resources developed for community group use:
  - Training and resource kits developed and distributed: 10 (the estimated range is 8 to 12).
  - Community and youth needs assessments completed and distributed: five
  - Community needs and capacity indicators completed and piloted.
- 100% of written requests for advisory services responded to within 10 working days of receipt of request.
- 95% of respondents to an annual client satisfaction survey of a random sample of advisory contacts, rate advice and support services at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”.
- Fewer than 20 sustainable complaints requiring management intervention received.

#### Information services to the community sector

- 5,000 (the estimated range is 4,500 to 5,500) searches to the Funding Information Service database provided at points of customer contact.
- Information resources for community group use:
  - Newsletters by local advisors: 50.
  - Circulation of 4 *Ethnic Link* newsletters: 2,000 (500 each).
- Community development information provided through the Internet:
  - Community Net website developed and maintained.
  - Community Net information seminars provided: 30 (the estimated range is 25 to 35).
  - Community Net e-mail and helpdesk inquiries responded to: 500 (the estimated range is 400 to 600).
- Number of community information requests responded to:
  - Community information requests (either by telephone or in person): 50,000 (the estimated range is 45,000 to 55,000), the number determined from a twice-yearly sample of contacts over a two-week period.
  - Written community information requests - excluding ethnic communities responded to: 150 (the estimated range is 125 to 175).

- Information requests from ethnic communities responded to, in person or by telephone: 75 (the estimated range is 60 to 85).
- Written information requests from ethnic communities responded to: 50 (the estimated range is 30 to 60).
- 100,000 (the estimated range is 80,000 to 120,000) published information items distributed.
- Access to information about government and local government services provided:
  - Blue Pages in 18 Telecom regional telephone directories.
  - New Zealand Government Online (NZGO) responses to inquiries about government services: 1,800 e-mail responses (the estimated range is 1,500 to 2,000).
  - NZGO website accessed: 120,000 “hosts” (the estimated range is 100,000 to 140,000).
  - Consultation documents referenced: 50 (the estimated range is 35 to 55).
  - New government services featured: 50 (the estimated range is 30 to 70).
- 100% of written requests for information will be responded to within 10 working days of receipt of the request.
- 90% of respondents to customer satisfaction surveys rate the timeliness and accuracy of information provided at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”. A random sample of 10% of community sector information contacts over a two-week period, twice a year, will be surveyed.
- No more than one compensation claim against Blue Pages sustained.
- 90% of respondents to an annual client satisfaction survey rate the information on Blue Pages as “useful”. A random sample of the New Zealand population, aged 18 years and over, will be surveyed.

#### Advisory and information services on building controls and Fire Service

- 110 (the estimated range is 100 to 120) written items of information provided during the year, dealing with issues such as the building levy, building regulation compliance and consents, and building and fire safety provisions.
- 100% of written requests for information will be responded to within 10 working days of receipt of request.
- All written items of information meet the following standards:
  - factually accurate
  - provide all necessary information
  - laid out in the standard format and layout.

Cost

This output class will be provided within the appropriated sum of \$6.293 million (inclusive of GST).

Year	Cost GST incl \$000	Cost GST excl \$000	Total Revenue GST excl \$000	Revenue Crown GST excl \$000	Revenue Other GST excl \$000
1998/99	6,293	5,593	5,603	4,911	692
1997/98	6,958	6,185	6,186	5,172	1,014

The GST-inclusive costs of outputs to be supplied within this output class in 1998/99 are:

- advisory services <sup>(see note 7)</sup> to community groups \$2,544,000
- information services to the community sector \$2,815,000
- government information services \$712,000
- advisory and information services on building controls and fire service \$222,000

The 1997/98 final appropriation for this output class was \$6.958 million including GST.

**Output Class D11 - Visits and Ceremonial Services***Description*

The Minister of Internal Affairs will purchase services relating to:

- programmes for visiting Guests of Government
- reception services at international airports for Ministers, the Governor-General and Guests of Government
- State and ministerial functions
- commemorative events and national anniversaries
- congratulatory messages
- various constitutional services and the custody of emblems of national identity.

The Minister will also purchase services relating to the organisation of the annual Waitangi Day commemorations.

*Quantity, quality, timeliness and cost*

The Minister of Internal Affairs will expect the following to be achieved:

VIP coordination

- 45 programmes for Guests of Government.
- Four ministerial and State functions at Parliament.
- Reception services at international airports as required.
- All visit programmes meet relevant visit objectives as agreed.
- All visit programmes organised to standards (which are: transport on time; appropriate accommodation; programme details adhered to; suitable hospitality provided; and impeccable staff behaviour and dress).
- All ministerial and State functions arranged in accordance with the *Visits and Ceremonial Office Manual* and agreed criteria (which include: suitable food and beverages; relevant guest list; within budget; and impeccable staff behaviour and dress).
- All flights met to standards as required for service at international airports (which are: lounges maintained in clean and tidy condition; and impeccable staff behaviour and dress).
- No complaints received from host Ministers or Guests of Government and other guests about the visit programmes organised and the official functions arranged.
- Ministerial satisfaction for quality and timeliness of the services rated at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”, the assessment mechanism being a ministerial satisfaction survey completed annually.

Commemorative and official events coordination

- The national Waitangi Day commemoration is coordinated in accordance with Cabinet requirements.
- Ten commemorative and national anniversary events coordinated.
- Not less than 95% of respondents to an annual client satisfaction survey rate the services at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is

Constitutional and protocol services

- 75 constitutional documents produced (in an election year).
- Seal of New Zealand affixed to 160 documents (the estimated range is 140 to 180).
- 400 congratulatory messages processed (the estimated range is 350 to 450).
- 400 flag hires transacted (the estimated range is 350 to 450).
- All congratulatory messages processed to timeframes as agreed between members of the public and the Department.

- All legal and protocol advice provided in accordance with relevant Acts and Regulations administered by the Department.
- All constitutional documents accepted by the Executive.
- Not less than 95% of respondents to a client satisfaction survey rate services at 7 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”.

#### Cost

This output class will be provided within the appropriated sum of \$2.089 million (inclusive of GST).

Year	Cost GST incl \$000	Cost GST excl \$000	Total Revenue GST excl \$000	Revenue Crown GST excl \$000	Revenue Other GST excl \$000
1998/99	2,089	1,857	1,857	1,852	5
1997/98	2,150	1,911	1,911	1,906	5

The GST-inclusive costs of outputs to be supplied within this output class in 1998/99 are:

- VIP coordination \$1,706,000
- commemorative and official events coordination \$193,000
- constitutional and protocol services \$190,000

The 1997/98 final appropriation for this output class was \$2.150 million including GST.

### **Output Class D12 - Transport Services**

#### *Description*

The Minister of Internal Affairs will purchase chauffeur-driven vehicle services for Ministers, the Leader and the Deputy Leader of the Opposition, former Governors-General and Prime Ministers, and their widows, the Judiciary, distinguished visitors, chief executives of departments and ministries, and corporate clients. Services also include the provision of a fleet of “self-drive” vehicles, principally for Ministers.

#### *Quantity, quality, timeliness and cost*

The Minister of Internal Affairs will expect the following to be achieved:

- Transport services provided to all members of the Executive and all former Governors-General, Prime Ministers and their spouses, and Guests of Government and other clients.
- 32,000 (the estimated range is 30,000 to 34,000) vehicle hires provided.
- No more than one complaint received for every 1,500 vehicle hires.

- Chauffeur utilisation to exceed target of 44%.
- Ministerial satisfaction rating for transport services is 8 or greater on a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”, the assessment mechanism being an annual ministerial satisfaction survey.

This output class will be provided within the appropriated sum of \$5.914 million inclusive of GST.

Year	Cost GST incl \$000	Cost GST excl \$000	Total Revenue GST excl \$000	Revenue Crown GST excl \$000	Revenue Other GST excl \$000
1998/99	5,914	5,257	5,257	0	5,257
1997/98	5,639	4,982	5,256	0	5,256

The 1997/98 final appropriation for this output class was \$5.639 million inclusive of GST.

### ***Output Class D13 - Translation Services***

#### *Description*

The Minister of Internal Affairs and third parties will purchase translation, interpreting and other foreign language services.

#### *Quantity, quality, timeliness and cost*

The Minister of Internal Affairs will expect the following to be achieved:

- 3,600 (the estimated range is 3,500 to 4,000) translation orders transacted.
- All translations completed to professional standards.
- 95% of (non-document) translations produced within timeframes agreed with clients.
- Client satisfaction rating measured by ongoing formal client feedback. Where appropriate, a scale of 1 to 9, where 1 is “very poor” and 9 is “outstanding”, will be used. For this year, an average rating of 7 is expected.

Cost

Expenses will not exceed actual revenue. The GST-exclusive amount of \$437,000 is funded by an estimated revenue from third parties of \$437,000.

Year	Cost GST incl \$000	Cost GST excl \$000	Total Revenue GST excl \$000	Revenue Crown GST excl \$000	Revenue Other GST excl \$000	Surplus GST excl \$000
1998/99	491	437	437	0	437	0
1997/98	491	437	437	0	437	0

The 1997/98 final appropriation for this output class was \$491,000 inclusive of GST.

Part C2 Non-departmental Output Classes***Output Class O1 - Authentication of Antiquities****Description*

This output class involves the provision of services by authorised public museums under the Antiquities Act 1975. These services include the authentication of items or artefacts as antiquities in terms of that Act.

*Quantity, quality, timeliness and cost*

The Minister expects:

- the number of assessments of items and artefacts undertaken will be reported on assessments to be completed within expected timeframes
- all items or artefacts which have been referred for assessment are assessed and advice is provided on whether the items or artefacts meet the criteria for identifying an antiquity in terms of the Antiquities Act 1975 and whether the antiquity should be exported.

This output class will be provided within the appropriated sum of \$21,000 (inclusive of GST).

1998/99	Total output class to be provided within	\$21,000
1997/98	Total output class to be provided within	\$21,000

The 1997/98 final appropriation was \$21,000 including GST.

*Major providers*

The major providers are the Auckland Institute and Museum, the Canterbury Museum and the Otago Museum.

## **Output Class O2 - Classification of Films, Videos and Publications**

### *Description*

This output class involves the examination and classification of films, videos and publications under the Films, Videos and Publications Classification Act 1993. This service is provided by the Office of Film and Literature Classification. The Office is to maintain a register of decisions for public inspection, to operate an information unit to provide research, to disseminate to the public information about the Office and classification procedure, and to receive inquiries and complaints about the classification system.

### *Quantity, quality, timeliness and cost*

A Memorandum of Understanding has been signed between the Minister of Internal Affairs and the Chief Censor of Film and Literature.

The expected results are that all classifications are examined, determined and registered in accordance with the law in the most efficient and effective manner. To this end, the Chief Censor of Film and Literature is developing detailed internal performance indicators.

This output class will be provided within the appropriated sum of \$2.230 million (inclusive of GST).

1998/99	Total output class to be provided within	\$2,230,000
1997/98	Total output class to be provided within	\$2,230,000

The 1997/98 final appropriation for this output class was \$2.230 million including GST.

### *Major provider*

The Office of Film and Literature Classification.

## **Output Class O3 - Community Based Youth Development Fund**

### *Description*

This output class involves the funding of community-based youth development projects aimed at youth suicide prevention.

### *Quantity, quality, timeliness and cost*

The Minister expects:

- seven to ten community-based projects to be funded
- detailed project proposals including outcome statements



- six-monthly progress monitoring and annual evaluation for each project to be completed
- an overall evaluation of the impact of all projects on selected underlying factors contributing to youth suicide
- the annual evaluation to cover progress against project objectives, financial reporting and management procedures.

This output class will be provided within the appropriated sum of \$473,000 (inclusive of GST).

1998/99	Total output class to be provided within	\$473,000
1997/98	Total output class to be provided within	-

There was no appropriation in 1997/98 for this output class.

*Major providers*

Community organisations selected by the Community Based Youth Development Fund Committee.

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

### Part D1 - Benefits and Other Unrequited Expenses

There is no additional information to that provided in Part B1.

### Part D2 - Borrowing Expenses

There are no appropriations for Part D2.

### Part D3 - Other Expenses

There is no additional information to that provided in Part B1.

## Part E - Explanation of Appropriations for Capital Flows

### Part E1 - Capital Contributions

There is no appropriation for Part E1.

## Net Worth of Entities Owned

### Statement of Estimated and Forecast Net Worth

	Balance Date	Estimated Net Worth 1998 \$ million	Forecast Net Worth 1999 \$ million
Department of Internal Affairs	30 June	43.5	43.5
Crown Entities:			
Building Industry Authority	30 June	6.9	6.9
Casino Control Authority	30 June	1.0	1.0
New Zealand Fire Service Commission	30 June	170.0	173.0
New Zealand Lotteries Commission	30 June	32.3	32.3
New Zealand Lottery Grants Board	30 June	5.2	5.2
Office of Film and Literature Classification	30 June	1.3	1.3

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

There is no additional information to that provided in Part B1.

### Part E3 - Repayment of Debt

There is no appropriation for Part E3.

## Part F - Crown Revenue and Receipts

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

	1997/98		1998/99	Description of 1998/99 Crown Revenue
	Budgeted	Estimated Actual	Budget	
	\$000	\$000	\$000	
<b>Current Revenue</b>				
Non-Tax Revenue				
Refund of Benefit	24	24	-	COGS refund.
Rent for Crown Properties	10	10	10	Rent received on the lease of Crown properties.
Total Non-Tax Revenue	34	34	10	
<b>Total Current Revenue</b>	34	34	10	
<b>Total Crown Revenue and Receipts</b>	34	34	10	

## Part G - Statement of Reconciliations

### Part G1 - Changes in Departmental Output Appropriations

The output Authentication Services has been transferred from output class Community Advisory and Information Services to output class Issuing of Official Documents to better reflect the business of the Department. This transfer is fiscally neutral. Additionally, the output classes D5 Computing and Datacommunications Services and D13 Records Management and Storage have been removed to reflect the cessation of these services by the Department. As a consequence output classes D6, D7, D8, D9, D10, D11 and D12 have been renumbered D5, D6, D7, D8, D9, D10 and D11 respectively; and output classes D14 and D15 renumbered D12 and D13 respectively. The following table illustrates the financial impacts of this restructuring for the 1997/98 voted annual appropriation for each of the output classes affected:

1997/98 Cumulative Vote Internal Affairs in Old (1997/98) Structure	\$000	Structure Changes	\$000	1997/98 Cumulative Vote Internal Affairs in New (1998/99) Structure	\$000
<b>Departmental Output Classes</b>					
<b>D11 Community Advisory and Information Services</b>				<b>D10 Community Advisory and Information Services</b>	
Other Outputs	6,865			Other Outputs	6,865
Authentication Services	93	to D8 Authentication Services	(93)		
	6,958				6,865
<b>D9 Issuing of Official Documents</b>				<b>D8 Issuing of Official Documents</b>	
Other Outputs	38,311			Other Outputs	38,311
		from D11 Authentication Services	93	Authentication Services	93
					38,404

1997/98 Cumulative Vote Internal Affairs in Old (1997/98) Structure	\$000	Structure Changes	\$000	1997/98 Cumulative Vote Internal Affairs in New (1998/99) Structure	\$000
<b>D6 Property Management</b>	4,168			<b>D5 Property Management</b>	4,168
<b>D7 Administration of Grants</b>	2,744			<b>D6 Administration of Grants</b>	2,744
<b>D8 Issuing of Licences and Administration of Regulations</b>	7,543			<b>D7 Issuing of Licences and Administration of Regulations</b>	7,543
<b>D10 Policy Advice (Internal Affairs)</b>	2,834			<b>D9 Policy Advice (Internal Affairs)</b>	2,834
<b>D12 Visits and Ceremonial Services</b>	2,150			<b>D11 Visits and Ceremonial Services</b>	2,150
<b>D14 Transport Services</b>	5,639			<b>D12 Transport Services</b>	5,639
<b>D15 Translation Services</b>	491			<b>D13 Translation Services</b>	491
<b>Total Departmental Output Classes</b>	70,838				70,838
<b>Capital Contribution to Department</b>	0				0