

# **Ngā Tauākī Whakatutukinga kore-Pūtea – Non-financial Performance Statements**

# Non-Financial Performance Statements

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# Departmental Appropriations

## Departmental Output Expenses

### Administration of Grants (M15)

This appropriation is limited to administration of the processes supporting government grant funding schemes, from receiving applications to monitoring grant recipients.

Actual		Unaudited	Unaudited	Actual
2019	Revenue and output expenses	Budget	Supp EST	2020
\$000		2020	2020	2020
		\$000	\$000	\$000
3,935	Revenue Crown	3,960	4,452	4,452
-	Revenue other	-	-	-
<b>3,935</b>	<b>Total revenue</b>	<b>3,960</b>	<b>4,452</b>	<b>4,452</b>
3,788	Expenses	3,960	4,452	4,226
<b>147</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>226</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$492,000 was due to:

- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (increase of \$317,000), and
- a transfer of funding from the Community Funding Schemes Multi-Category Appropriation to provide funding for the administration costs associated with the Safer Communities Fund (increase of \$175,000).

This appropriation is intended to achieve effective support for the government grant funding schemes that the Department administers and to ensure processes are maintained for receiving and monitoring grants.

Performance information	Standard	2018/19	2019/20
1.01 Grant decisions are transparent and consistent with regard to eligibility requirements	At least 97%	99.68%	98%
1.02 Grant requests are managed within business timeframe standards <sup>43</sup>	At least 95%	99%	99%
1.03 Customers are satisfied with the ease with which they are able to apply for grants and advisory services	At least 70%	74%	77%
1.04 Grant decision making committees are satisfied with the operational support received	At least 90%	98%	99%

<sup>43</sup> The business timeframe standard is 17 weeks from the submission of the grant request.

## Contestable Services Revenue Dependent Appropriation (M41)

This appropriation is limited to providing translation and other language services to government agencies and the public, and support services to government agencies.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Revenue and output expenses	2020	2020	2020
\$000		\$000	\$000	\$000
-	Revenue Crown	-	-	-
1,540	Revenue other	1,000	2,003	1,793
<b>1,540</b>	<b>Total revenue</b>	<b>1,000</b>	<b>2,003</b>	<b>1,793</b>
1,524	Expenses	1000	2,003	1,786
<b>16</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>7</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$1.003 million was due to an increase in expenditure associated with an increase in demand for translation services.

This appropriation is intended to achieve effective translation and other language services to government agencies and the public, and support services to government agencies.

Performance information	Standard	2018/19	2019/20
1.05 Customers' satisfaction as to whether translations were provided within 'good' timeframes <sup>44</sup>	At least 80%	90%	89%

## Local Government Services (M49)

This appropriation is limited to providing information to and about local government, administering the Local Government Act 2002 and other statutes, administering the Local Electoral Act 2001, administering the Rates Rebate Scheme, providing regulatory and boating services for Lake Taupō (including providing the Harbourmaster and managing the Lake Taupō landing reserve) and governance and management of the National Dog Control Information Database.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Revenue and output expenses	2020	2020	2020
\$000		\$000	\$000	\$000
2,866	Revenue Crown	2,022	2,561	2,561
1,246	Revenue other	1,465	1,315	1,311
<b>4,112</b>	<b>Total revenue</b>	<b>3,845</b>	<b>3,876</b>	<b>3,872</b>
3,902	Expenses	3845	3,824	3,502
<b>210</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>52</b>	<b>370</b>

The decrease in the expense budget between the Main Estimates and the Supplementary Estimates of \$21,000 is due to:

- a reduction in expenditure due to the expected change in timing from 2019/20 to 2020/21 associated with the tendering process for the National Dog Control Information Database operation and support contract (decrease of \$450,000), and
- a realignment of the revenue and expenditure baseline associated with the provision of Local Government Services (decrease of \$150,000).

These decreases were partially offset by:

- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (increase of \$539,000), and
- an increase in expenditure associated with Lake Taupo boating facilities (increase of \$40,000).

<sup>44</sup> Satisfaction is rated on a scale from '0 – Strongly Disagree' to '10 – Strongly Agree', the result shown is the proportion rating 7 to 10.

This appropriation is intended to achieve effective and consistent local government operation within New Zealand.

Performance information	Standard	2018/19	2019/20
Local Government Services			
1.06 Responses to requests for information from the public about the Rates Rebate Scheme – within ten days of receipt	At least 98%	100%	100%
1.07 Eligible claims from councils for reimbursement of rates rebates processed within 20 days of receipt	At least 98%	99.96%	99.76%
1.08 National Dogs Database snapshot statistics for the year as at May made available to the public by August	Achieved	Achieved	Achieved
Regulatory and Boating Services for Lake Taupō			
1.09 Boating facilities and navigational safety equipment inspected in accordance with an annual compliance programme	All	All	All
1.10 Customer satisfaction with the quality of Lake Taupō navigational safety services assessed as average or above, when surveyed every two years <sup>45</sup>	At least 85%	90% <sup>46</sup>	92%

## Royal Commission into Historical Abuse in State Care and in the Care of Faith-based Institutions - Operating Expenses (M41)

This appropriation is limited to supporting the Royal Commission into Historical Abuse in State Care and in the Care of Faith-based Institutions.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Revenue and output expenses	2020	2020	2020
\$000		\$000	\$000	\$000
7,768	Revenue Crown	13,706	28,627	28,627
-	Revenue other	-	-	-
<b>7,768</b>	<b>Total revenue</b>	<b>13,706</b>	<b>28,627</b>	<b>28,627</b>
7,768	Expenses	13,706	28,627	23,007
-	<b>Net surplus/(deficit)</b>	-	-	<b>5,620</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$14.921 million was due to an update of the 2019/20 indicative spending profile associated with supporting the Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions.

This appropriation is intended to achieve effective support for the Royal Commission into Historical Abuse in State Care and in the Care of Faith-based Institutions.

Performance information	Standard	2018/19	2019/20
1.11 Royal Commission into Historical Abuse in State Care and in the Care of Faith-based Institutions' satisfaction with the timeliness and quality of services received assessed as '4' or '5'	Achieved	3 - Satisfactory <sup>47</sup>	4 – Good

<sup>46</sup> Based on the 2018 survey.

<sup>47</sup> Challenges related to IT support, procurement and recruitment processes.

## Departmental Capital Expenditure and Capital Injections

### Department of Internal Affairs – Capital Expenditure Permanent Legislated Authority (M41)

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.

<b>Actual</b>		<b>Unaudited</b>	<b>Unaudited</b>	<b>Actual</b>
<b>2019</b>	<b>Departmental Capital expenses</b>	<b>Budget</b>	<b>Supp EST</b>	<b>2020</b>
<b>\$000</b>		<b>2020</b>	<b>2020</b>	<b>2020</b>
		<b>\$000</b>	<b>\$000</b>	<b>\$000</b>
70,054	Capital expenditure	67,358	98,795	92,864

The increase in the capital budget between the Main Estimates and the Supplementary Estimates of \$31.437 million was mainly due to investment in buildings and IT Infrastructure including for: Gambling 2020; Uruwhenua; the Te Ara Manaaki programme; and general core and common systems.

This appropriation is intended to achieve investment in the renewal, upgrade and development of assets that support the delivery of the Department's products and services.

<b>Performance information</b>	<b>Standard</b>	<b>2018/19</b>	<b>2019/20</b>
1.12 Asset development, purchase and use are in accordance with section 24(1) of the Public Finance Act 1989	Achieved	Achieved	Achieved

# Non-Departmental Appropriations

## Non-Departmental Output Expenses

### Fire and Emergency New Zealand - Public Good Services (M41)

This appropriation is limited to the Crown contribution towards the public good component of services provided by Fire and Emergency New Zealand.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Non-Departmental Output expenses	2020	2020	2020
\$000		\$000	\$000	\$000
10,000	Non-Departmental output expenses	10,000	10,000	10,000

This appropriation is intended to achieve recognition of the Government's contribution towards public good services that are unrelated to property or motor vehicle insurance.

Performance information		Standard	2018/19	2019/20
2.01	Crown contributions are spent on public good services that are unrelated to property or motor vehicle insurance	Achieved	Achieved	Achieved

## Non-Departmental Other Expenses

### Miscellaneous Grants – Internal Affairs (M41)

This appropriation is limited to payments to individuals or organisations to assist in building a strong and safe nation through serving and connecting citizens, communities and Government.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Non-Departmental Other expenses	2020	2020	2020
\$000		\$000	\$000	\$000
3,223	Non-Departmental other expenses	749	8,717	3,567

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$7.968 million was due to:

- funding to support the Whakatane District Council in cooperation with the Bay of Plenty Regional Council to affect a managed retreat of houses and vacant sections at Matata (increase of \$5.019 million)
- funding to meet the costs associated with delivering digital skills programmes to address digital skills gaps (increase of \$2.454 million)
- funding to meet the costs associated with supporting the Hawke's Bay, Manawatu and Otago-Southland regions to investigate voluntary changes to the regions' three waters service delivery and related funding arrangements (increase of \$945,000), and
- a transfer of funding from the Policy Advice Multi-Category Appropriation to reflect the workplan for workstream 3 (supporting local authorities working toward their town or city embracing bilingualism, focusing on self-identified 'fast-movers' and champions) of the 'Enhancing relationships between local government and iwi/Maori' funding (increase of \$250,000).

These increases were partially offset by

- a reprioritisation of funding to 2020/21 to contribute towards the costs associated with local government reform programmes and to support the development and implementation of a Local Government Recovery Plan (decrease of \$700,000).

This appropriation is intended to achieve support for building a strong and safe nation.

Performance information	Standard	2018/19	2019/20
2.02 Grants are distributed to individuals or organisations to assist in building a strong and safe nation, in accordance with priorities, policies and procedures	Achieved	Achieved	Achieved

### Royal Commission into Historical Abuse in State Care and in the Care of Faith-based Institutions - Commissioners' Fees (M41)

This appropriation is limited to the payment of Commissioners' fees for the Royal Commission into Historical Abuse in State Care and in the Care of Faith-based Institutions.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Non-Departmental Other expenses	2020	2020	2020
\$000		\$000	\$000	\$000
583	Non-Departmental other expenses	1,459	1,891	1,243

The increase in this multi-year appropriation budget between the Main Estimates and the Supplementary Estimates of \$432,000 was due to the update to the 2019/20 indicative spending profile associated with the commissioner fees for the Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions.

This appropriation is intended to achieve timely and efficient payment of fees to the Commissioners of the Royal Commission into Historical Abuse in State Care and in the Care of Faith-based Institutions.

Performance information	Standard	2018/19	2019/20
2.03 Commissioners' fees are paid within timeframes agreed with the Royal Commission into Historical Abuse in State Care and in the Care of Faith-based Institutions	At least 95%	78%	98%

### Royal Commission into Historical Abuse in State Care and in the Care of Faith-based Institutions – Counselling Costs (M41)

This appropriation is limited to providing counselling services for individuals participating in the Royal Commission into Historical Abuse in State Care and in the Care of Faith-based Institutions.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Non-Departmental Other expenses	2020	2020	2020
\$000		\$000	\$000	\$000
-	Non-Departmental other expenses	2,233	3,697	203

The increase in the budget between the Main Estimates and the Supplementary Estimates of \$1.464 million is due to an update to the 2019/20 indicative spending profile associated with counselling services available to individuals participating in the Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions.

This appropriation is intended to achieve timely and efficient payment of fees for counselling services for individuals participating in the Royal Commission into Historical Abuse in State Care and in the Care of Faith-based Institutions.

Performance information	Standard	2018/19	2019/20
2.04 Counselling services are paid within the timeframes agreed with the Royal Commission into Historical Abuse in State Care and in the Care of Faith-based Institutions	At least 95%	Not Available <sup>48</sup>	95%

<sup>48</sup> Counselling services were provided to participants in the formal hearing process, which started in 2019/20.

## Royal Commission into Historical Abuse in State Care and in the Care of Faith-based Institutions – Legal Assistance Costs (M41)

This appropriation is limited to providing legal assistance for individuals specified by, and participating in, the Royal Commission into Historical Abuse in State Care and in the Care of Faith-based Institutions.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Non-Departmental Other expenses	2020	2020	2020
\$000		\$000	\$000	\$000
-	Non-Departmental other expenses	-	4,395	121

The increase in budget between the Main Estimates and the Supplementary Estimates of \$4.395 million was due to an update to the 2019/20 indicative spending profile for legal assistance costs for individuals participating in the Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions.

This appropriation is intended to achieve timely and efficient payment for legal assistance services for individuals specified by, and participating in, the Royal Commission into Historical Abuse in State Care and in the Care of Faith-based Institutions.

Performance information	Standard	2018/19	2019/20
2.05 Legal assistance services are paid within the timeframes agreed with the Royal Commission into Historical Abuse in State Care and in the Care of Faith-based Institutions	At least 95%	New measure	100%

## Support to the Racing Industry - Grants and Subsidies (M55)

This appropriation is limited to expenses to sustain the New Zealand racing industry and organisations that it customarily supports.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Non-Departmental Other expenses	2020	2020	2020
\$000		\$000	\$000	\$000
-	Non-Departmental other expenses	-	41,000	41,000

This appropriation was established in 2019/20 to provide emergency funding to ensure the survival of the racing industry and prevent the Racing Industry Transition Agency becoming insolvent (increase of \$41 million).

This appropriation is intended to achieve financial stability of the New Zealand racing industry and associated organisations.

Performance information	Standard	2018/19	2019/20
2.06 Grants and subsidies are allocated to eligible organisations for the intended purposes.	100%	New measure	100%

## Non-Departmental Capital Expenditure

### Capital Investments - Chatham Islands Wharves (M41)

This appropriation is limited to the upgrading, renewal and refurbishment of the Chatham Islands wharves.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Non-Departmental Capital expenses	2020	2020	2020
\$000		\$000	\$000	\$000
-	Non-Departmental capital expenses	-	250	-

This appropriation was established in 2019/20 as a swap of operating to capital appropriation for the capital costs for construction and upgrade of the Chatham Islands wharves (increase of \$300,000). The increase was partially offset by a capital transfer from 2019/20 to 2020/21 to enable the completion of the construction and upgrade of the wharves (decrease of \$50,000).

This appropriation is intended to achieve financial support for the refurbishment of the Chatham Islands wharves to ensure appropriate access is maintained for New Zealanders

Performance information	Standard	2018/19	2019/20
2.07 Funding is allocated for the development of Chatham Islands wharves in accordance with policies and procedures	100%	New measure	100%

### Fire Service Reform – Capital Injection (M41)

This appropriation is limited to a repayable capital injection to support the transition of the New Zealand Fire Service Commission to Fire and Emergency New Zealand.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Non-Departmental Capital expenses	2020	2020	2020
\$000		\$000	\$000	\$000
28,569	Non-Departmental Capital expenses	19,090	19,090	-

This appropriation is intended to achieve financial support for the amalgamation of rural and urban fire services into a new unified organisation.

Performance information	Standard	2018/19	2019/20
2.08 Repayment as per the agreed schedule in the Memorandum of Understanding between Fire and Emergency New Zealand and the Minister of Internal Affairs	Achieved	Achieved	Achieved
2.09 Services are transitioned in accordance with the agreed transition work programme	Achieved	Achieved	Not Achieved <sup>49</sup>

<sup>49</sup> Three of five Integration Programme performance measures for 2019/20 were partially completed by 30 June 2020, however they require ongoing work due to complexity and level of consultation involved.

# Multi-Category Expenses and Capital Expenditure

## Civic Information Services (M41)

The single overarching purpose of this appropriation is to contribute to the collection, management and provision of access to New Zealand's civic, government, identity and heritage information.

The appropriation is intended to achieve the collection, preservation, accessibility and security of New Zealand's civic, government, identity and heritage information.

Performance information	Standard	2018/19	2019/20
3.01 Perception of overall ease of access, availability and use of civic, government, identity and heritage information and services, and growth of preservation and collections assessed as satisfied or better	Satisfied	86% - Very Satisfied	87% - Very satisfied

## Category: Managing and Accessing Identity Information

This category is limited to providing effective management of New Zealand's records of identity, authenticating official documents and coordinating the congratulatory message service.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Non-Departmental Capital expenses	2020	2020	2020
\$000		\$000	\$000	\$000
19,364	Revenue Crown	23,147	22,113	22,113
151,577	Revenue other	160,877	150,344	119,668
<b>170,941</b>	<b>Total revenue</b>	<b>184,024</b>	<b>172,457</b>	<b>141,781</b>
148,538	Expenses	163,967	158,970	143,294
<b>22,405</b>	<b>Net surplus/(deficit)</b>	<b>20,097</b>	<b>13,487</b>	<b>(1,513)</b>

The decrease in the expense budget between the Main Estimates and the Supplementary Estimates of \$4.997 million was due to:

- a decrease in expenditure for Passport products due to lower demand and lower depreciation as a result of later than anticipated capitalisation of Te Ara Manaaki programme costs (decrease of \$8.424 million);
- a decrease in expenditure for Passport products due to changes as a result of the annual cost allocation update of shared services costs within Vote Internal Affairs (decrease of \$3.268 million);
- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (decrease of \$1.034 million);
- a decrease in expenditure for Birth, Death and Marriage certifications and other products due to lower depreciation as a result of later than anticipated capitalisation of Te Ara Manaaki programme costs (decrease of \$452,000);
- a decrease in expenditure for Citizenship products due to lower depreciation as a result of later than anticipated capitalisation of Te Ara Manaaki programme costs partially offset by additional expenditure associated with Work in Progress (decrease of \$414,000); and
- a decrease in expenditure for Marriage and Civil Union products due to lower depreciation as a result of later than anticipated capitalisation of Te Ara Manaaki programme costs (decrease of \$72,000).

These decreases were partially offset by:

- an increase in expenditure for Passport products due to expenditure associated with the Te Ara Manaaki programme and the development of a second "Non-Production" test environment to securely test project deliveries (increase of \$1.985 million);
- an increase in expenditure for Citizenship products due to changes as a result of the annual cost allocation update of shared services costs within Vote Internal Affairs (increase of \$1.874 million);
- an increase in expenditure for Birth, Death and Marriage certifications and other products due to changes as a result of the annual cost allocation update of shared services costs within Vote Internal Affairs (increase of \$1.266 million);
- an increase in expenditure for Citizenship products due to Immigration New Zealand data link development and support costs, Te Ara Manaaki ongoing support costs and the translation costs associated with Citizenship products (increase of \$1.164 million);
- an increase in expenditure for Citizenship products due to expenditure associated with the Te Ara Manaaki programme and the development of a second "Non-Production" test environment to securely test project deliveries (increase of \$794,000);

- an increase in expenditure for Marriage and Civil Union products due to changes as a result of the annual cost allocation update of shared services costs within Vote Internal Affairs (increase of \$517,000);
- an increase in expenditure for Passport products mainly due to additional expenditure associated with Facial Recognition project costs (increase of \$375,000);
- an increase in expenditure for Birth, Death and Marriage certifications and other products due to expenditure associated with the Te Ara Manaaki programme (increase of \$227,000);
- an increase in the revenue and expenditure baseline associated with recognition of sponsorship received for the Identity Conference 2019 (increase of \$220,000);
- an increase in expenditure for Marriage and Civil Union products due to expenditure associated with the Te Ara Manaaki programme (increase of \$168,000);
- an increase in expenditure for Birth, Death and Marriage certifications and other products due to expenditure associated with Te Ara Manaaki ongoing support costs (increase of \$52,000); and
- an increase in expenditure for Marriage and Civil Union products due to expenditure associated with Te Ara Manaaki ongoing support costs (increase of \$25,000).

This category is intended to achieve secure and effective management of New Zealand's identity information.

Performance information		Standard	2018/19	2019/20
3.02	Ease of Identity and Life Event services	At least 80%	86%	88%
3.03	Identity and Life Event services issued or registered without error	At least 99%	99.73%	99.89%
3.04	Births and deaths registrations; births, deaths, marriages and civil union certificates and print outs; and citizenship applications processed within business timeframe standards	At least 99%	99.92%	99.91%
3.05	Passports issued within business timeframe standards on receipt of applications	At least 97%	95%	93% <sup>50</sup>
3.06	Percentage of all Identity and Life Event applications received via online service	At least 65%	New Measure	70%
3.07	Number of new RealMe verified identities issued	150,000-175,000	157,828	139,646 <sup>51</sup>
3.08	Customer satisfaction with the process of applying for a RealMe verified identity assessed as '4' or '5'	At least 75%	63%	79%
3.09	Number of customer consents to share information	250,000-290,000	242,936	311,032
3.10	Applications for verified identity are processed within five days	At least 95%	New Measure	96%
3.11	Real-time verification of data	At least 99%	100%	100%

### Category: Managing and Accessing Knowledge Information

This category is limited to management of public archives in both physical and digital formats on behalf of the Crown, the provision of public access to archives held by Archives New Zealand, provision of services which assist access to library collections and other information, the collection and preservation of published and unpublished items for the National Library and Alexander Turnbull Library collections, provision of library and information services and products to schools in support of the National Curriculum, and administration of the Public Lending Right for New Zealand Authors Scheme.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Revenue and output expenses	2020	2020	2020
\$000		\$000	\$000	\$000
79,347	Revenue Crown	87,728	91,319	91,319
8,808	Revenue other	8,649	9,946	9,635
<b>88,155</b>	<b>Total revenue</b>	<b>96,377</b>	<b>101,265</b>	<b>100,954</b>
88,217	Expenses	96,801	101,689	98,984
<b>(62)</b>	<b>Net surplus/(deficit)</b>	<b>(424)</b>	<b>(424)</b>	<b>1,970</b>

<sup>50</sup> This measure is impacted by the time taken for applicants to respond to queries regarding their passport application. With COVID-19 border restrictions, applicants have taken slightly longer than usual to respond to information requests. As at March 2020 the result was 93.3% (for 500,660 passports), with 90.9% from April to June 2020 (for 39,399 passports).

<sup>51</sup> This result is lower than expected due to the impact of COVID-19 restrictions. Due to border restrictions there was lower demand for passports and the corresponding co-apply verified identities issued as part of the process, and less applications were received through photo stores (which closed from late March to early June 2020). As at March 2020 112,496 identities were issued, with 27,150 issued from April to June 2020.

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$4.888 million was due to:

- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (increase of \$3.090 million)
- an increase in the revenue and expenditure baseline associated with a grant from the Australian Department of Foreign Affairs and Trade for the Pacific Virtual Museum Pilot programme (increase of \$500,000)
- an increase in revenue and expenditure associated with a contribution from Te Puna Foundation towards the 'Communities of Readers' initiative (increase of \$500,000)
- an expense transfer from 2018/19 to 2019/20 to enable the Preserving the Nation's Memory project to continue the negotiation of the Development Agreement for the Archives Wellington Lease facility in 2019/20 (increase of \$400,000)
- an increase in expenditure for Electronic Purchasing in Collaboration services associated with an increase in libraries' subscriptions (increase of \$400,000)
- an increase in revenue and expenditure associated with a contribution from Te Puna Foundation towards the National Library's exhibitions and educational programmes (increase of \$337,000)
- an increase in expenditure for Kōtūi shared library and resource discovery service due to an increase in the cost of providing the service (increase of \$200,000)
- an increase in capital charge as a result of asset revaluations (increase of \$101,000)
- an increase in the revenue and expenditure baseline associated with the forecast increase in retail revenue due to higher foot traffic from the He Tohu exhibition (increase of \$50,000), and
- an increase in expenditure associated with the recovery of costs from the Ministry of Education for the 'Any Questions' initiative (increase of \$50,000).

These decreases are partially offset by:

- a realignment of the revenue and expenditure baseline associated with the provision of services provided by Archives New Zealand to third parties (decrease of \$390,000)
- a realignment of the revenue and expenditure baseline associated with the provision of services provided by the National Library of New Zealand to third parties (decrease of \$250,000), and
- a realignment of the revenue and expenditure baseline associated with the 'Communities of Readers' initiative (decrease of \$100,000).

This category is intended to achieve the collection, management and preservation of New Zealand's records for the public's access and use.

Performance information	Standard	2018/19	2019/20
Archives New Zealand – Managing Public Archives			
3.12 Availability of online services 24 hours a day, 7 days a week	At least 95%	99%	98%
3.13 The percentage of Archives New Zealand storage units providing storage conditions to required standards	At least 80%	86%	93%
Demand Information			
3.14 Archives held in storage: physical archives – linear metres	108,000-114,000	110,875	111,127
Archives New Zealand – Provision of Access to Public Archives			
3.15 Digital archives available online	100,000-150,000	116,334	274,082
3.16 Number of items produced in public reading rooms	35,000-45,000	35,647	29,376 <sup>52</sup>
3.17 Digital items accessed for use - Rosetta	At least 135,000	289,075	295,339
3.18 Digital items accessed for use - Social Media	At least 2 million	2,733,977	2,954,847
National Library – Access to Information			
3.19 Requests (non-school) for the off-site supply of documents - completed within two days of receipt (estimated volume: 7,000-10,000)	At least 90%	99%	98%
3.20 Public Lending Right payments to all authors eligible for payment made within the timeframe stipulated by regulation (estimated volume: 1,400-1,600)	At least 99%	99%	100%
3.21 Digitised items newly available for access online	At least 450,000	540,311	455,287
3.22 Availability of Te Puna catalogue and Interloan services to subscribers during advertised hours	At least 95%	99%	99%
National Library - Collecting and Preserving Information			
Of the acquisitions to the Alexander Turnbull Library (new heritage collections):			
3.23 Accession records for unpublished collections completed within 10 days of receipt (estimated volume 600-800)	At least 80%	87%	84%
3.24 Descriptive records for unpublished collections added within 20 days of accession (estimated volume 600-800)	At least 80%	99%	90%
'At risk' items digitised or digital formats transformed:			
3.25 Audio-visual items	At least 1,500	2,489	1,224 <sup>53</sup>

<sup>52</sup> Due to COVID-19 restrictions the public reading rooms were closed under alert levels 3 and 4 (late March until early June) and accessed by appointment only under alert level 2. As at March 2020 27,297 items were produced, with 2,079 produced from April to June 2020.

<sup>53</sup> Due to COVID-19 restrictions no items were digitised from late March till early June 2020. As at March 2020 1,139 items were digitised, with 85 digitised from April to June 2020.

Performance information		Standard	2018/19	2019/20
3.26	Images	At least 500	578	668
3.27	Published acquisitions to the Alexander Turnbull Library (new heritage collections)	65,000-75,000	93,298	96,533
National Library – Library and Information Services to Schools				
3.28	Number of visits to schools online services	240,000 - 300,000	355,133	323,510
3.29	Number of schools supported	650-700	799	1,060
3.30	Items supplied on request from the schools collections	300,000-450,000	391,164	326,203

### Category: Publishing Civic Information

This category is limited to publishing information through the New Zealand Gazette.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Revenue and output expenses	2020	2020	2020
\$000		\$000	\$000	\$000
-	Revenue Crown	-	-	-
751	Revenue other	844	844	757
<b>751</b>	<b>Total revenue</b>	<b>844</b>	<b>844</b>	<b>757</b>
706	Expenses	872	872	751
<b>45</b>	<b>Net surplus/(deficit)</b>	<b>(28)</b>	<b>(28)</b>	<b>6</b>

This category is intended to achieve accurate publication of the New Zealand Gazette.

Performance information		Standard	2018/19	2019/20
3.31	Accuracy: Notices published consistent with text supplied by clients (estimated volume: 7,000-8,500)	99%	100%	100%

## Community Funding Schemes (M15)

The single overarching purpose of this appropriation is to support communities and voluntary sector organisations so they become stronger, more cohesive and resilient.

This appropriation is intended to achieve financial support for communities and organisations for community development.

Performance information	Standard	2018/19	2019/20
3.32 Case studies completed that demonstrate benefits to community grant funding recipients <sup>54</sup>	Achieved	Achieved	Achieved

### Category: Community Development Scheme

This category is limited to providing grants to community organisations for projects to achieve improved economic, social and cultural wellbeing.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Non-Departmental Other expenses	2020	2020	2020
\$000		\$000	\$000	\$000
4,448	Non-Departmental other expenses	5,990	5,047	3,202

The decrease in the expense budget between the Main Estimates and the Supplementary Estimates of \$943,000 is due to:

- an expense transfer from 2019/20 to 2021/22 to maximise community outcomes of resilience and sustainability and enable the Community-led Development Programme to settle into a regular cycle of new and existing partnerships (decrease of \$1.800 million).

This decrease was partially offset by:

- an expense transfer from 2018/19 to 2019/20 to enable funding to be available at the appropriate time for communities participating in the Community-led Development Programme to maximise community outcomes of resilience and sustainability (increase of \$857,000).

This category is intended to achieve support for diverse communities to improve economic, social and cultural wellbeing.

Performance information	Standard	2018/19	2019/20
3.33 At least two Community-Led Development partnering agreements established with programme participants	Achieved	New measure	1 <sup>55</sup>

### Category: Community Organisation Grants Scheme

This category is limited to providing locally distributed grants to community organisations for programmes that provide social services.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Non-Departmental Other expenses	2020	2020	2020
\$000		\$000	\$000	\$000
12,456	Non-Departmental other expenses	12,500	12,500	12,428

This category is intended to achieve benefit from social services provided by grass-roots non-profit organisations to communities.

Performance information	Standard	2018/19	2019/20
3.34 Two case studies that assess the benefits to communities from the grants, are completed	Achieved	Achieved	Achieved

<sup>54</sup> See page 28 for the case studies.

<sup>55</sup> 18 Community Led Development partnering agreements are in place. A second partnering agreement was reached, but was not signed by the Department before 30 June 2020, at the request of the community to allow for further consultation.

### Palmerston North Fijian Community Incorporated

Palmerston North Fijian Community Incorporated received a grant of \$4,000 from the Manawatū / Horowhenua Local Distribution Committee towards delivery of cultural programmes. Last year the community hosted regular culture, arts and language classes and was able to source a specialist tutor from Fiji to help deliver training. The community has established a playgroup to provide support to Pasifika families and has developed a youth leadership programme for Fijian youth. These initiatives have supported the Fijian community to preserve their language and culture, to develop the youth within the community, and to build stronger relationships both within the Fijian community and across other cultural communities.

### Te Kopua Marae Committee

Te Kopua Marae Committee received a multi-year grant of \$12,750 over 3 years (\$4,000, \$4,250, and \$4,500 respectively) from the Waikato South Local Distribution Committee towards marae administration and operating costs. The Marae upgraded its kitchen – with support from the Department – in 2017 which led to a \$3,000 per annum increase in insurance costs, resulting in decreased capacity. The ongoing grant allows for the Marae to commit to continued delivery of monthly Wānanga programmes which it has been delivering for 20 years. The Wānanga are a mix of education and leadership programmes and have seen many of the participants go on to higher education and leadership roles.

### Category: Safer Communities Fund

This category is limited to providing grants for initiatives to provide increased security for at-risk communities against hate crimes and terrorism.

Actual		Unaudited Budget 2020 \$000	Unaudited Supp EST 2020 \$000	Actual 2020 \$000
2019	Non-Departmental Other expenses			
\$000		\$000	\$000	\$000
-		-	6,825	5,202

The increase in the expense budget for this category is due to funding for the establishment of a contestable fund for at-risk communities to upgrade their security arrangements, less the departmental administration costs (net increase of \$6.825 million).

This category is intended to achieve an increase in security for at-risk communities against hate crimes and terrorism.

Performance information	Standard	2018/19	2019/20
3.35 Grants are allocated to eligible organisations	100%	New measure	100%

## Community Information and Advisory Services (M41)

The single overarching purpose of this appropriation is to support communities, hapū and iwi to be empowered and resilient by providing information, training and advisory services.

This appropriation is intended to achieve support for communities, hapū, iwi and community organisations.

Performance information	Standard	2018/19	2019/20
3.36 Community satisfaction with the availability of information, training and advice provided by the Department <sup>56</sup>	Achieved	Achieved (3.9)	Achieved (3.8)

### Category: Advisory and Information Services to Ethnic Communities

This category is limited to the provision of information, advisory and support services to assist ethnically diverse communities to participate in New Zealand society; management of the contract for the telephone interpreting service (Language Line); and provision of information and training to ethnic communities and agencies using Language Line.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Revenue and output expenses	2020	2020	2020
\$000		\$000	\$000	\$000
4,874	Revenue Crown	5,763	6,456	6,456
1,483	Revenue other	1,551	400	400
<b>6,357</b>	<b>Total revenue</b>	<b>7,314</b>	<b>6,856</b>	<b>6,856</b>
5,231	Expenses	7,314	6,856	6,454
<b>1,236</b>	<b>Net surplus/(deficit)</b>	-	-	<b>402</b>

The decrease in the expense budget between the Main Estimates and the Supplementary Estimates of \$458,000 was due to:

- a decrease in the revenue and expenditure baseline associated with the transfer of the Language Line service to the Ministry of Business, Innovation and Employment (decrease of \$1.151 million), and
- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (decrease of \$248,000).

These decreases were partially offset by:

- an expense transfer from 2018/19 to 2019/20 to enable funding to be available at the appropriate time to support ethnically diverse communities in Christchurch following the 15 March 2019 mosques terror attack (increase of \$797,000), and
- funding to meet the administration costs associated with the Ethnic Communities Development Fund (increase of \$144,000).

This category is intended to achieve improved social cohesion for ethnic communities by increased participation and belonging in New Zealand society.

Performance information	Standard	2018/19	2019/20
3.37 Number of unique visits to the intercultural capability e-learning on the Office of Ethnic Communities website	800 – 1,000	1,564	1,615
3.38 Approved Ethnic Communities Development Fund grant applications are paid within business timeframe standards	At least 95%	97%	100%
3.39 Ethnic Communities Development Fund decisions are consistent with priorities, policies and procedures	At least 95%	99%	99%
3.40 Percentage of Language Line interpreting customers who are successfully connected with an interpreter in an offered language	At least 95%	96%	96%
3.41 Number of interpreting calls made to Language line	12,000-13,500 <sup>57</sup>	50,833	13,102

<sup>56</sup> Average rating on a scale from 1 to 5, with 5 being 'Very Satisfied' or equivalent.

<sup>57</sup> This service was transferred to the Ministry of Business, Innovation and Employment during 2019/20. The standard was reduced from 48,000-54,000 as part of the Supplementary Estimates 2019/20 to reflect the time the Department provided this service.

### Category: Community Archives Support

This category is limited to support for community, iwi and hapū organisations and other jurisdictions in preserving and managing their own records and archives and making them available.

Actual		Unaudited	Unaudited	Actual
2019	Revenue and output expenses	Budget	Supp EST	2020
\$000		2020	2020	2020
		\$000	\$000	\$000
105	Revenue Crown	109	137	137
2	Revenue other	31	31	2
<b>107</b>	<b>Total revenue</b>	<b>140</b>	<b>168</b>	<b>139</b>
136	Expenses	140	168	170
<b>(29)</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>(31)</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$28,000 was due to a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs.

This category is intended to achieve support for New Zealand's diverse communities so that they can manage, preserve and make available their own archives.

Performance information	Standard	2018/19	2019/20
3.42 Availability of the online descriptive tool 24 hours a day, 7 days a week	At least 99%	99.82%	99.74%

### Category: Community Development and Engagement Advice

This category is limited to the provision of advisory support and information to support community groups with community development, including information related to accessing grants.

Actual		Unaudited	Unaudited	Actual
2019	Revenue and output expenses	Budget	Supp EST	2020
\$000		2020	2020	2020
		\$000	\$000	\$000
4,522	Revenue Crown	4,572	3,823	3,823
-	Revenue other	-	-	-
<b>4,522</b>	<b>Total revenue</b>	<b>4,572</b>	<b>3,823</b>	<b>3,823</b>
4,534	Expenses	4,572	3,823	3,602
<b>(12)</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>221</b>

The decrease in the expense budget between the Main Estimates and the Supplementary Estimates of \$749,000 was due to a transfer of funding between Departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs.

This category is intended to achieve advisory and information support for communities and community groups for the purpose of community development.

Performance information	Standard	2018/19	2019/20
3.43 Maintain a database to effectively track advisory projects for the community	Achieved	Achieved	Achieved

## Government Digital Services (M100)

The single overarching purpose of this appropriation is to lead digital transformation across government.

This appropriation is intended to achieve leadership of digital government transformation.

Performance information	Standard	2018/19	2019/20
3.44 Case study completed that demonstrates how information technology and support provided by the Department of Internal Affairs contributed to public sector investments in digital data and information being well-planned, efficient, cost-effective and customer focussed.	Achieved	Achieved	Achieved

### Co-ordinating Agency Investment

The Digital Public Service (DPS) branch of the Department of Internal Affairs (DIA) plays an important role in overseeing digital investments by government agencies. During 2019/20 Budget year, DPS introduced a Digital Investment Plan, using the plan and associated digital data and ICT investment principles to assess 105 agency initiatives worth more than \$3billion, helping agencies make sound investment decisions that deliver for government and for all New Zealanders through Budget 2020.

Following the standard Treasury Investment model, our formal agency engagement typically begins when business cases are being developed. Due to the strategic nature and scope of their functions, we are in regular contact with some of the larger agencies. Our consultants generally engage with agency Chief Information Officers (CIO) and in some cases Senior Responsible Owners (SRO) and will draw on the wider expertise of our colleagues across DPS as needed, bringing together a customised 'virtual team' to provide advice and support as business cases are developed. With changes to the form and function of the DPS branch over the last year, we are currently reviewing our engagement model to ensure it is still fit for purpose.

One agency to engage closely with the DPS in 2019/20 was the New Zealand Defence Force (NZDF). With two sizeable business cases to Cabinet for digital investments covering Enterprise Cloud (the uptake of Cloud products at scale) and Enterprise Connectivity (modernising Defence infrastructure through the procurement of telecommunications as a service), the NZDF engaged early with the DPS. Our advisers worked closely with the NZDF's Chief Information Officer (CIO) and his team to understand NZDF's intent, to help ensure their business cases reflected government direction around Cloud and to provide independent technical advice through the Treasury's process. As a result of close engagement between the DPS and NZDF over almost 12 months, the two business cases were approved by Cabinet in June 2020 and work is now starting towards implementation.

Work carried out by DPS in 2019/20 has highlighted government agency intentions to spend more than \$8 billion on ICT and digital over the next five years, making a coordinated, principles-based approach all the more important to ensure value for money, and benefits for the wider system in delivering for New Zealanders.

### Category: Government Chief Privacy Officer

This category is limited to the development, support and implementation of an all-of-government approach to privacy.

Actual		Unaudited	Unaudited	Actual
2019	Revenue and output expenses	Budget	Supp EST	2020
\$000		2020	2020	2020
		\$000	\$000	\$000
-	Revenue Crown	1,309	1,342	1,342
-	Revenue other	-	-	-
-	<b>Total revenue</b>	<b>1,309</b>	<b>1,342</b>	<b>1,342</b>
-	Expenses	1,309	1,342	982
-	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>360</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$33,000 was due to a transfer of funding between Departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs.

This category is intended to achieve support for government in privacy matters.

Performance information	Standard	2018/19	2019/20
3.45 Privacy maturity of State Sector category 1 agencies, as measured by agency self-assessments, improves year on year	Achieved	Achieved (3.08)	Achieved (3.14) <sup>58</sup>
3.46 Privacy maturity of State Sector category 2 agencies, as measured by agency self-assessments, improves year on year	Achieved	Achieved (2.80)	Achieved (2.84) <sup>59</sup>
3.47 Privacy maturity of State Sector category 3 agencies, as measured by agency self-assessments, improves year on year	Achieved	Achieved (3.24)	Achieved (3.30) <sup>60</sup>

### Category: Government Digital Strategy, System Investment and Leadership

This category is limited to the development and support of the functional leadership role of the Government Chief Digital Officer, providing assurance on the Government's digital investments, and advice services to implement the government digital strategy, architecture and assurance framework.

Actual	Unaudited	Unaudited	Actual
2019	Budget	Supp EST	2020
Revenue and output expenses	2020	2020	2020
\$000	\$000	\$000	\$000
- Revenue Crown	23,345	23,809	23,809
- Revenue other	-	-	-
- <b>Total revenue</b>	<b>23,345</b>	<b>23,809</b>	<b>23,809</b>
- Expenses	23,345	23,809	19,417
- <b>Net surplus/(deficit)</b>	-	-	<b>4,392</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$464,000 was due to:

- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (increase of \$1.214 million), and
- an expense transfer from 2018/19 to 2019/20 for the development of options for a new approach to digital identity (increase of \$100,000).

These increases were partially offset by:

- an expense transfer from 2019/20 to 2020/21 for the completion of the development of options for a new approach to digital identity in 2020/21 (decrease of \$700,000), and
- a transfer of funding to the Policy Advice Multi-Category Appropriation to reflect the policy work associated with the Government Digital Services portfolio (decrease of \$150,000).

This category is intended to achieve the successful implementation of the government's digital strategy and the discharge of the GCDO's Functional Leadership responsibilities.

Performance information	Standard	2018/19	2019/20
3.48 Effectiveness of ICT Functional Leader assessed under agreed maturity framework	3	3.5	2 <sup>61</sup>

<sup>58</sup> This self-assessment was completed by 11 out of the 12 agencies in category 1.

<sup>59</sup> This self-assessment was completed by 27 out of the 31 agencies in category 2.

<sup>60</sup> This self-assessment was completed by 17 out of the 20 District Health Boards in category 3.

<sup>61</sup> This measure has two components: hardware costs and common capability information, the hardware costs component is as at 30 June 2019. The common capability information met the standard (3 out of 5), while hardware costs did not (1 out of 5). The lower hardware cost score was driven by an increase in the cost of end user devices (e.g. laptops and mobile devices) comparative to overall technology growth. The increase in the use of laptops and mobile devices is aligned to the Strategy for a Digital Public Service as it supports mobility of the Public Service. This measure will be reviewed in 2020/21.

### Category: System Capabilities, Services and Platforms

This category is limited to the development, support and governance of cross-government system capabilities, services and platforms to deliver digital and data transformation.

Actual		Unaudited	Unaudited	Actual
2019	Revenue and output expenses	Budget	Supp EST	2020
\$000		2020	2020	2020
		\$000	\$000	\$000
-	Revenue Crown	12,806	11,849	11,849
-	Revenue other	7,743	7,743	8,676
-	<b>Total revenue</b>	<b>20,549</b>	<b>19,592</b>	<b>20,525</b>
-	Expenses	25,234	24,277	23,070
-	<b>Net surplus/(deficit)</b>	<b>(4,685)</b>	<b>(4,685)</b>	<b>(2,545)</b>

The decrease in the expense budget between the Main Estimates and the Supplementary Estimates of \$957,000 was due to:

- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (decrease of \$2.867 million)
- a transfer of funding to the Policy Advice Multi-Category Appropriation to reflect the policy work associated with the Government Digital Services portfolio (decrease of \$450,000), and
- an expense transfer from 2019/20 to 2020/21 to enable the continuation of the Improving Government Payroll Systems work programme in 2020/21 (decrease of \$200,000).

The decreases were partially offset by:

- funding to meet the costs associated with delivering digital skills programmes to address digital skills gaps (increase of \$1.546 million)
- funding to meet the costs associated with communicating authoritative COVID-19 information to New Zealanders via WhatsApp (increase of \$672,000), and
- funding to meet the costs associated with identity verification (increase of \$342,000).

This category is intended to achieve infrastructure to support digital transformation across government.

Performance information	Standard	2018/19	2019/20
3.49 All-of-Government Common Capability products, where the Department of Internal Affairs is the lead agency, meet service level agreements	Achieved	Achieved	Achieved
3.50 GIS All-of-Government digital services meet performance measures, assessed under an agreed service performance framework	100%	100%	100%
3.51 Funds are distributed by the Department of Internal Affairs to system agencies as per agreement	Achieved	Achieved	Achieved
3.52 Satisfaction with the quality of advice and support received by the Digital Council assessed as at least 3 <sup>62</sup>	At least 75%	New measure	92%

<sup>62</sup> This measure was updated as part of the Supplementary Estimates 2019/20 to show support provided to the Digital Council in place of the previously supported Ministerial Advisory Group. Satisfaction is rated on a scale from 1 to 5, with 5 being the highest rating.

## Ministerial Support Services (M41)

The single overarching purpose of this appropriation is to provide services to Ministers in order to support them to discharge their portfolio responsibilities other than policy decision-making.

This appropriation is intended to achieve non-policy support for Ministers.

Performance information	Standard	2018/19	2019/20
3.53 Ministers' satisfaction with the quality of support received from the Department is assessed as satisfied or better <sup>63</sup>	Satisfied	Good	Good

### Category: Crown Entity Monitoring

This category is limited to providing support, information and advice to Ministers to enable them to discharge their responsibilities (other than policy decision-making) for the Crown entities for which they are responsible.

Actual		Unaudited	Unaudited	Actual
2019	Revenue and output expenses	Budget	Supp EST	2020
\$000		2020	2020	2020
		\$000	\$000	\$000
378	Revenue Crown	219	390	390
-	Revenue other	-	-	-
<b>378</b>	<b>Total revenue</b>	<b>219</b>	<b>390</b>	<b>390</b>
350	Expenses	219	390	344
<b>28</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>46</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$171,000 was due to a transfer of funding between Departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs.

This category is intended to achieve support for responsible Ministers in monitoring the performance of Crown entities.

Performance information	Standard	2018/19	2019/20
3.54 Advice on accountability and performance documents delivered within statutory or agreed timeframes (based on delivery of documents to the Minister by the Crown entity) (Estimated volume: 12-17)	100%	100%	100%
3.55 Appointment processes for board vacancies managed consistent with the approach agreed with the Minister (including amendments agreed with the Minister) (Estimated volume: 1-4)	All	100%	100%

### Category: Ministerial Support Services – Community and Voluntary Sector

This category is limited to the provision of services to Ministers to enable them to discharge their portfolio (other than policy decision-making) responsibilities relating to the community and voluntary sector.

Actual		Unaudited	Unaudited	Actual
2019	Revenue and output expenses	Budget	Supp EST	2020
\$000		202	2020	2020
		\$000	\$000	\$000
432	Revenue Crown	867	434	434
-	Revenue other	-	-	-
<b>432</b>	<b>Total revenue</b>	<b>867</b>	<b>434</b>	<b>434</b>
409	Expenses	867	434	388
<b>23</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>46</b>

<sup>63</sup> Satisfaction is rated on a five-point scale from 'Very Poor' through to 'Very Good'.

The decrease in the expense budget between the Main Estimates and the Supplementary Estimates of \$433,000 was due to a transfer of funding between Departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs.

This category is intended to achieve non-policy support for the Minister for the Community and Voluntary Sector.

Performance information		Standard	2018/19	2019/20
3.56	Required timeframes are met: Parliamentary Questions (written) - within 3 days of notification or as agreed with the Minister (estimated volume: 0-10)	At least 95%	99.6%	81% <sup>64</sup>
3.57	Required timeframes are met: Ministerial correspondence (draft responses) - within 15 days of receipt or as specifically agreed (estimated volume: 20-40)	At least 95%	97%	98%
3.58	Required timeframes are met: Ministerial Official Information Act requests - at least 5 days prior to statutory timeframes (estimated volume: 0-10)	At least 95%	100%	100%

### Category: Ministerial Support Services- Ethnic Communities

This category is limited to the provision of services to Ministers to enable them to discharge their portfolio (other than policy decision-making) responsibilities relating to ethnic communities.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Revenue and output expenses	2020	2020	2020
\$000		\$000	\$000	\$000
213	Revenue Crown	231	237	237
-	Revenue other	-	-	-
<b>213</b>	<b>Total revenue</b>	<b>231</b>	<b>237</b>	<b>237</b>
205	Expenses	231	237	231
<b>8</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>6</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$6,000 was due to a transfer of funding between Departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs.

This category is intended to achieve non-policy support for the Minister for Ethnic Communities.

Performance information		Standard	2018/19	2019/20
3.59	Required timeframes are met: Parliamentary Questions (written) - within 3 days of notification or as agreed with the Minister (estimated volume: 5-10)	At least 95%	100%	99%
3.60	Required timeframes are met: Ministerial correspondence (draft responses) - within 15 days of receipt or as specifically agreed (estimated volume: 10-20)	At least 95%	100%	100%
3.61	Required timeframes are met: Ministerial Official Information Act requests - at least 5 days prior to statutory timeframes (estimated volume: 1-5)	At least 95%	100%	100%

<sup>64</sup> The transition to working from home during the COVID-19 restrictions and associated technical difficulties caused a delay in sending out 4 responses in April 2020. As at March 2020 100% (14 of 14) were within the required timeframe, with 43% (3 of 7) from April to June 2020.

### Category: Ministerial Support Services - Government Digital Services

This category is limited to the provision of services to Ministers to enable them to discharge their portfolio (other than policy decision-making) responsibilities relating to government digital services.

Actual		Unaudited	Unaudited	Actual
2019	Revenue and output expenses	Budget	Supp EST	2020
\$000		2020	2020	2020
		\$000	\$000	\$000
-	Revenue Crown	-	200	200
-	Revenue other	-	-	-
-	<b>Total revenue</b>	-	<b>200</b>	<b>200</b>
-	Expenses	-	200	209
-	<b>Net surplus/(deficit)</b>	-	-	<b>(9)</b>

The increase in the Ministerial Support Services - Government Digital Services category was due to a transfer of funding from the Ministerial Support Services - Internal Affairs category to reflect the ministerial support servicing work associated with the Government Digital Services portfolio (increase of \$200,000).

This category is intended to achieve non-policy support for the Minister for Government Digital Services.

Performance information	Standard	2018/19	2019/20
3.62 Required timeframes are met: Parliamentary Questions (written) - within 3 days of notification or as agreed with the Minister	At least 95%	New measure	98%
3.63 Required timeframes are met: Ministerial correspondence (draft responses) - within 15 days of receipt or as specifically agreed	At least 95%	New measure	86% <sup>65</sup>
3.64 Required timeframes are met: Ministerial Official Information and Privacy Act requests within agreed timeframes	At least 95%	New measure	100%

### Category: Ministerial Support Services – Internal Affairs

This category is limited to the provision of services to Ministers to enable them to discharge their portfolio (other than policy decision-making) responsibilities relating to Internal Affairs.

Actual		Unaudited	Unaudited	Actual
2019	Revenue and output expenses	Budget	Supp EST	2020
\$000		2020	2020	2020
		\$000	\$000	\$000
894	Revenue Crown	1,075	762	762
-	Revenue other	-	-	-
<b>894</b>	<b>Total revenue</b>	<b>1,075</b>	<b>762</b>	<b>762</b>
894	Expenses	1,075	762	756
-	<b>Net surplus/(deficit)</b>	-	-	<b>6</b>

The decrease in the expense budget between the Main Estimates and the Supplementary Estimates of \$313,000 was due to a transfer of funding between Departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (decrease of \$200,000) and a transfer of funding to the Ministerial Support Services - Government Digital Services category to reflect the ministerial support servicing work associated with the Government Digital Services portfolio (decrease of \$200,000).

<sup>65</sup> As part of the Departments' response to COVID-19, most managers and staff responsible for Ministerial Correspondence were reassigned to COVID-19 focussed work. This caused a one-day delay in sending out 4 responses in March and April 2020. As at March 2020 94% (16 of 17) were within the required timeframe, with 75% (9 of 12) from April to June 2020.

This category is intended to achieve non-policy support for the Minister of Internal Affairs.

Performance information		Standard	2018/19 <sup>66</sup>	2019/20
3.65	Required timeframes are met: Parliamentary Questions (written) - within 3 days of notification or as agreed with the Minister (estimated volume: 30-50)	At least 95%	98%	94% <sup>67</sup>
3.66	Required timeframes are met: Ministerial correspondence (draft responses) - within 15 days of receipt or as specifically agreed (estimated volume: 250-350)	At least 95%	97%	98%
3.67	Required timeframes are met: Ministerial Official Information Act requests - at least 5 days prior to statutory timeframes (estimated volume: 5-15)	At least 95%	96%	100%

### Category: Ministerial Support Services – Local Government

This category is limited to the provision of services to Ministers to enable them to discharge their portfolio (other than policy decision-making) responsibilities relating to local government.

Actual		Unaudited	Unaudited	Actual
2019	Revenue and output expenses	Budget	Supp EST	2020
\$000		2020	2020	2020
		\$000	\$000	\$000
784	Revenue Crown	1,241	847	847
-	- Revenue other	-	-	-
<b>784</b>	<b>Total revenue</b>	<b>1,241</b>	<b>847</b>	<b>847</b>
742	Expenses	1,241	847	852
<b>42</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>(5)</b>

The decrease in the expense budget between the Main Estimates and the Supplementary Estimates of \$394,000 was due to a transfer of funding between Departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs.

This category is intended to achieve non-policy support for the Minister of Local Government.

Performance information		Standard	2018/19	2019/20
3.68	Required timeframes are met: Parliamentary Questions (written) - within 3 days of notification or as agreed with the Minister (estimated volume: 110-130)	At least 95%	100%	96%
3.69	Required timeframes are met: Ministerial correspondence (draft responses) - within 15 days of receipt or as specifically agreed (estimated volume: 350-550)	At least 95%	99.5%	99%
3.70	Required timeframes are met: Ministerial Official Information Act requests - at least 5 days prior to statutory timeframes (estimated volume: 20-40)	At least 95%	96%	100%

<sup>66</sup> This includes support provided for both the Minister of Internal Affairs and the Minister for Government Digital Services. For 2019/20 there are separate categories for each Minister.

<sup>67</sup> The transition to working from home during the COVID-19 restrictions and associated technical difficulties caused a delay in sending out 7 responses in April 2020. As at March 2020 100% (89 of 89) were within the required timeframe, with 80% (28 of 35) from April to June 2020.

### Category: Ministerial Support Services – Ministerial Services

This category is limited to the provision of services to Ministers to enable them to discharge their portfolio (other than policy decision-making) responsibilities relating to Ministerial Services.

Actual		Unaudited	Unaudited	Actual
2019	Revenue and output expenses	Budget	Supp EST	Actual
\$000		2020	2020	2020
		\$000	\$000	\$000
268	Revenue Crown	268	506	506
-	Revenue other	-	-	-
<b>268</b>	<b>Total revenue</b>	<b>268</b>	<b>506</b>	<b>506</b>
243	Expenses	268	506	389
<b>25</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>117</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$238,000 was due to a transfer of funding between Departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs.

This category is intended to achieve non-policy support for the Minister Responsible for Ministerial Services.

Performance information	Standard	2018/19	2019/20
3.71 Required timeframes are met: Parliamentary Questions (written) - within 3 days of notification or as agreed with the Minister (estimated volume: 60-120)	At least 95%	100%	100%
3.72 Required timeframes are met: Ministerial correspondence (draft responses) - within 15 days of receipt or as specifically agreed (estimated volume: 1-10)	At least 95%	100%	100%
3.73 Required timeframes are met: Official Information and Privacy Act requests, and Ombudsmen inquiries - within agreed timeframes (estimated volume: 70-120)	At least 95%	98%	97%

### Category: Ministerial Support Services – Racing

This category is limited to the provision of services to Ministers to enable them to discharge their portfolio (other than policy decision-making) responsibilities relating to racing.

Actual		Unaudited	Unaudited	Actual
2019	Revenue and output expenses	Budget	Supp EST	Actual
\$000		2020	2020	2020
		\$000	\$000	\$000
278	Revenue Crown	305	306	306
-	Revenue other	-	-	-
<b>278</b>	<b>Total revenue</b>	<b>305</b>	<b>306</b>	<b>306</b>
268	Expenses	305	306	303
<b>10</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>3</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$1,000 was due to a transfer of funding between Departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs.

This category is intended to achieve non-policy support for the Minister for Racing.

<b>Performance information</b>	<b>Standard</b>	<b>2018/19</b>	<b>2019/20</b>
3.74 Required timeframes are met: Parliamentary Questions (written and oral) - within 3 days of notification or as agreed with the Minister (estimated volume: 0-10)	At least 95%	100%	86% <sup>68</sup>
3.75 Required timeframes are met: Ministerial correspondence (draft responses) - within 15 days of receipt or as specifically agreed (estimated volume: 40-60)	At least 95%	99.5%	98%
3.76 Required timeframes are met: Ministerial Official Information Act requests - at least 5 days prior to statutory timeframes (estimated volume: 0-10)	At least 95%	100%	100%

<sup>68</sup> The transition to working from home during the COVID-19 restrictions and associated technical difficulties caused a delay in sending out 4 responses in April 2020. As at March 2020 96% (26 of 27) were within the required timeframe, with 56% (5 of 9) from April to June 2020.

## Policy Advice (M41)

The single overarching purpose of this appropriation is to provide policy advice to support Ministers in discharging their policy decision-making responsibilities.

This appropriation is intended to achieve well-informed decision making by Ministers through the provision of high-quality advice about government policy matters.

Performance information		Standard	2018/19	2019/20
3.77	Policy advice and policy briefings delivered to agreed quality criteria and standards - demonstrated through independent assessment: Average Score	3 out of 5	New measure	3.9
3.78	Policy advice and policy briefings delivered to agreed quality criteria and standards - demonstrated through independent assessment: 3 or higher	80%	New measure	94%
3.79	Portfolio Ministers' satisfaction with the overall quality of policy advice <sup>69</sup>	No standard	New measure	4.3

### Category: Policy Advice – Community and Voluntary Sector

This category is limited to the provision of advice (including second opinion advice and contributions to policy advice led by other agencies) to support decision-making by Ministers on government policy matters relating to the community and voluntary sector.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Revenue and output expenses	2020	2020	2020
\$000		\$000	\$000	\$000
718	Revenue Crown	760	727	727
-	Revenue other	-	-	-
<b>718</b>	<b>Total revenue</b>	<b>760</b>	<b>727</b>	<b>727</b>
696	Expenses	760	727	727
<b>22</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>-</b>

The decrease in the expense budget between the Main Estimates and the Supplementary Estimates of \$33,000 was due to a transfer of funding between Departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs.

This category is intended to achieve quality advice for the Minister for the Community and Voluntary Sector.

Performance information		Standard	2018/19	2019/20
3.80	Minister's satisfaction with the quality of policy advice <sup>70</sup>	No standard	New measure	4.7

<sup>69</sup> This is the average policy satisfaction rating for all Portfolio Ministers'. The rating is based a number of attributes using the scale: 1 = Never, 2 = Some of the time, 3 = About half the time, 4 = Most of the time, 5 = Always.

<sup>70</sup> This is the average score provided for four areas of satisfaction: General satisfaction, Quality of policy advice, Confidence in policy advice, and Trust in officials. Each rating uses the scale: 1 = Never, 2 = Some of the time, 3 = About half the time, 4 = Most of the time, 5 = Always.

### Category: Policy Advice – Ethnic Communities

This category is limited to the provision of advice (including second opinion advice and contributions to policy advice led by other agencies) to support decision-making by Ministers on government policy matters relating to ethnic communities.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Revenue and output expenses	2020	2020	2020
\$000		\$000	\$000	\$000
908	Revenue Crown	908	1,005	1,005
-	Revenue other	-	-	-
<b>908</b>	<b>Total revenue</b>	<b>908</b>	<b>1,005</b>	<b>1,005</b>
638	Expenses	908	1,005	970
<b>270</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>35</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$97,000 was due to a transfer of funding between Departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs.

This category is intended to achieve quality advice for the Minister for Ethnic Communities.

Performance information	Standard	2018/19	2019/20
3.81 Minister's satisfaction with the quality of policy advice <sup>71</sup>	No standard	New measure	3.4

### Category: Policy Advice – Government Digital Services

This category is limited to the provision of advice (including second opinion advice and contributions to policy advice led by other agencies) to support decision-making by Ministers on government policy matters relating to Government Digital Services.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Revenue and output expenses	2020	2020	2020
\$000		\$000	\$000	\$000
-	Revenue Crown	-	600	600
-	Revenue other	-	-	-
-	<b>Total revenue</b>	-	<b>600</b>	<b>600</b>
-	Expenses	-	600	609
-	<b>Net surplus/(deficit)</b>	-	-	<b>(9)</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$600,000 was due to transfer of funding from the Government Digital Services Multi-Category Appropriation to reflect the policy work associated with the Government Digital Services portfolio.

This category is intended to achieve quality advice for the Minister for Government Digital Services.

Performance information	Standard	2018/19	2019/20
3.82 Minister's satisfaction with the quality of policy advice <sup>72</sup>	No standard	New measure	4.2 <sup>73</sup>

<sup>71</sup> Refer to footnote 69.

<sup>72</sup> Refer to footnote 69.

<sup>73</sup> This result is for the period 1 July to 31 December 2019. No response was received for the period 1 January to 30 June 2020.

### Category: Policy Advice – Internal Affairs

This category is limited to the provision of advice (including second opinion advice and contributions to policy advice led by other agencies) to support decision-making by Ministers on government policy matters relating to Internal Affairs.

Actual 2019 \$000	Revenue and output expenses	Unaudited Budget 2020 \$000	Unaudited Supp EST 2020 \$000	Actual 2020 \$000
4,047	Revenue Crown	3,936	6,843	6,843
-	Revenue other	36	36	-
<b>4,047</b>	<b>Total revenue</b>	<b>3,972</b>	<b>6,879</b>	<b>6,843</b>
3,975	Expenses	3,972	6,879	6,765
<b>72</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>78</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$2.907 million was due to:

- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (increase of \$2.394 million)
- funding to meet the costs associated with countering online violent extremist content and supporting the Christchurch Call (increase of \$363,000), and
- funding to meet the costs associated with a multi-faceted programme of work to respond to the impacts of COVID-19 on the organisations that rely upon gambling proceeds (increase of \$150,000).

This category is intended to achieve quality advice for the Minister of Internal Affairs.

Performance information	Standard	2018/19	2019/20
3.83 Minister's satisfaction with the quality of policy advice <sup>74</sup>	No standard	New measure	4.7

### Category: Policy Advice – Local Government

This category is limited to the provision of advice (including second opinion advice and contributions to policy advice led by other agencies) to support decision-making by Ministers on government policy matters relating to local government.

Actual 2019 \$000	Revenue and output expenses	Unaudited Budget 2020 \$000	Unaudited Supp EST 2020 \$000	Actual 2020 \$000
13,028	Revenue Crown	16,299	18,105	18,105
-	Revenue other	-	-	-
<b>13,028</b>	<b>Total revenue</b>	<b>16,299</b>	<b>18,105</b>	<b>18,105</b>
12,685	Expenses	16,299	18,105	16,518
<b>343</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>1,587</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$1.806 million was due to:

- funding to meet the costs associated with appointing the initial staff to establish the new water services regulator (increase of \$2 million)
- a transfer of funding from Vote Finance to meet the costs associated with delivery of workstream 2 (debt covenants) of the Infrastructure Funding and Financing programme (increase of \$1.300 million)
- funding to meet the costs to enable work to design and operationalise the new drinking water regulator to begin without delay (increase of \$900,000), and
- an expense transfer from 2018/19 to 2019/20 to enable the completion of the government's response to the Productivity Commission Inquiry into Local Government Funding and Financing in 2019/20 (increase of \$200,000).

<sup>74</sup> Refer to footnote 69.

These increases were partially offset by:

- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (decrease of \$1.944 million), and
- a transfer of funding to the non-departmental appropriation Miscellaneous Grants - Internal Affairs, to reflect the workplan for workstream 3 (supporting local authorities working toward their town or city embracing bilingualism, focusing on self-identified 'fast-movers' and champions) of the 'Enhancing relationships between local government and iwi/Māori' funding (decrease of \$250,000).
- a reprioritisation of funding to 2020/21 to contribute towards the costs associated with local government reform programmes and to support the development and implementation of a Local Government Recovery Plan (decrease of \$400,000).

This category is intended to achieve quality advice for the Minister of Local Government.

Performance information	Standard	2018/19	2019/20
3.84 Minister's satisfaction with the quality of policy advice <sup>75</sup>	No standard	New measure	4.3

### Category: Policy Advice – Racing

This category is limited to the provision of advice (including second opinion advice and contributions to policy advice led by other agencies) to support decision-making by Ministers on government policy matters relating to racing.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Revenue and output expenses	2020	2020	2020
\$000		\$000	\$000	\$000
1,692	Revenue Crown	677	1,629	1,629
-	Revenue other	-	-	-
<b>1,692</b>	<b>Total revenue</b>	<b>677</b>	<b>1,629</b>	<b>1,629</b>
1,304	Expenses	677	1,629	1,533
<b>388</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>96</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$952,000 was due to:

- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (increase of \$352,000)
- an expense transfer from 2018/19 to 2019/20 to enable the completion of the legislative and regulatory programme for the review of the Racing Industry in 2019/20 (increase of \$350,000)
- funding to meet the costs associated with engaging specialist expertise to support the implementation and monitoring of the support package for the racing industry (increase of \$200,000), and
- funding to meet the costs associated with a multi-faceted programme of work to respond to the impacts of COVID-19 on the organisations that rely upon gambling proceeds (increase of \$50,000).

This category is intended to achieve quality advice for the Minister for Racing.

Performance information	Standard	2018/19	2019/20
3.85 Minister's satisfaction with the quality of policy advice <sup>76</sup>	No standard	New measure	4.3 <sup>77</sup>

<sup>75</sup> Refer to footnote 69.

<sup>76</sup> Refer to footnote 69.

<sup>77</sup> This result is for the period 1 July to 31 December 2019. No response was received for the period 1 January to 30 June 2020.

## Regulatory Services (M41)

The overarching purpose of this appropriation is to carry out the effective delivery of regulatory functions and services that are assigned to the Department of Internal Affairs.

This appropriation is intended to achieve effective promotion of regulatory regimes to minimise harm and maximise benefits.

Performance information	Standard	2018/19	2019/20
3.86 Regulatory regimes are in place to deliver all legislated responsibilities	Achieved	Achieved	Achieved

### Category: Charities Regulation

This category is limited to registration and monitoring of charities.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Revenue and output expenses	2020	2020	2020
\$000		\$000	\$000	\$000
6,118	Revenue Crown	6,118	5,958	5,958
869	Revenue other	852	852	830
<b>6,987</b>	<b>Total revenue</b>	<b>6,970</b>	<b>6,810</b>	<b>6,788</b>
7,066	Expenses	6,970	6,810	6,678
<b>(79)</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>110</b>

The decrease in the expense budget between the Main Estimates and the Supplementary Estimates of \$160,000 was due to a transfer of funding between Departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs.

This category is intended to achieve effective support for registered charities, in order to contribute to the promotion of public trust and confidence in the sector.

Performance information	Standard	2018/19	2019/20
3.87 Customer satisfaction with Charities Services service received assessed as '4' or '5'	At least 75%	83%	89%
3.88 Charities Services regulatory decisions are independently assessed to measure quality and timeliness	At least 75%	100%	100%
3.89 Satisfaction with the quality of advice and support received by the Charities Registration Board assessed as '4' or '5'	At least 75%	100%	100%

### Category: Regulatory Services

This category is limited to the operational policy advice and services to administer all aspects of the regulatory functions and services that are assigned to the Department of Internal Affairs.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Revenue and output expenses	2020	2020	2020
\$000		\$000	\$000	\$000
22,904	Revenue Crown	25,589	27,263	27,263
22,115	Revenue other	27,264	27,237	21,810
<b>50,019</b>	<b>Total revenue</b>	<b>52,853</b>	<b>54,500</b>	<b>49,073</b>
41,674	Expenses	48,218	51,109	46,438
<b>8,345</b>	<b>Net surplus/(deficit)</b>	<b>4,635</b>	<b>3,391</b>	<b>2,635</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$2.891 million was due to:

- funding to meet the costs associated with countering online violent extremist content and supporting the Christchurch Call (increase of \$2.378 million)
- an increase in expenditure due to Gambling 2020 and Electronic Monitoring System costs (increase of \$2.044 million), and

- funding to meet the costs associated with the public awareness campaign to help create a safe online environment for children and young people (increase of \$1.500 million).

These increases were partially offset by:

- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (decrease of \$1.509 million)
- a decrease in the revenue and expenditure baseline associated with non-Gaming activities (decrease of \$827,000), and
- a transfer of funding to the Support for Statutory and Other Bodies Multi-Category Appropriation to provide funding for the Inquiries Directorate (decrease of \$695,000).

This category is intended to achieve effective regulatory activity.

Performance information		Standard	2018/19	2019/20
<b>Gambling</b>				
3.90	Club and non-club venue assessments conducted	At least 30	117	91
	Number of provisional audit reports completed:			
3.91	Non-club gaming machine societies	10-30	New measure	13
3.92	Casinos	5-25	New measure	6
3.93	Proportion of provisional audit reports to non-club gaming machine societies and casinos completed within six months	At least 75%	New measure	89%
	Demand information			
	Applications for gambling licences processed:			
3.94	Club and non-club licence renewals	250-325	199 <sup>78</sup>	178 <sup>79</sup>
3.95	Other Class 3 and 4 licence applications and Certificates of Approval	4,500-6,000	5,395	3,555 <sup>80</sup>
<b>Digital Safety – Censorship</b>				
3.96	Number of images uploaded, as a result of investigation, to the Interpol Child Sexual Exploitation Database	2,000-6,000	3,739	1,546 <sup>81</sup>
3.97	Number of child exploitation websites being filtered by the specialist software developed and maintained by DIA	300 – 1,200	604	606
	Demand information			
3.98	Number of justified appeals compared to the total number of appeals received from websites being filtered	Less than 10%	0%	0%
	Digital Safety – Unsolicited Electronic Messages			
	Number of email and text notifications received:			
3.99	Email and text spam notifications	40,000 - 55,000	New measure	55,698
3.100	Email and text spam complaints	500-800	New measure	537
3.101	Percentage of nuisance spam complaints received which are triaged within 14 days	At least 80%	90%	84%
3.102	The number of civil liability proceedings undertaken relating to nuisance spam - covering warning letters, infringement notices and statements of claim	At least 10	10 <sup>82</sup>	11
3.103	Number of education related activities provided relating to nuisance spam	50 – 250	196	86
	Public Sector Recordkeeping			
3.104	Number of Public Offices, Local Authorities and other organisations provided with targeted records and archives management advice	100 - 150	442	321
3.105	Number of desk-based reviews of reporting entities' Anti-Money Laundering and Countering Financing of Terrorism risk assessments and compliance programmes completed	150-350	149	198
3.106	Number of onsite visits auditing reporting entities' compliance with Anti-Money Laundering and Countering Financing of Terrorism obligations completed	70-180	49	70

<sup>78</sup> This is mainly due to a decline in the number of clubs. For 2019/20 the standard has been reduced to 250-325.

<sup>79</sup> The number of applications is declining mainly due to a decline in the number of clubs, reducing the number of renewals. A reduction in demand was also seen due to the COVID-19 restrictions. As at March 2020 there were 148 applications, with 30 from April to June 2020.

<sup>80</sup> The number of applications is declining mainly due to a decline in the number of clubs, reducing the number of applications. A reduction in demand was also seen due to the COVID-19 restrictions. As at March 2020 there were 3,162 applications, with 393 from April to June 2020.

<sup>81</sup> A period without image analysis skills being available contributed to not meeting the standard. The methodology for obtaining images was changed in 2019/20, with the number of images now being provided by Interpol.

<sup>82</sup> In 2018/19 the focus moved to more complex high-risk proceedings, which are more resource intensive. For 2019/20 the standard has been reduced to "at least 10" to reflect this.

Performance information		Standard	2018/19	2019/20
3.107	Number of education-focused proactive engagements with reporting entities regarding Anti-Money Laundering and Countering Financing of Terrorism obligations Private Security Personnel and Private Investigators	200-800	1,067	455
3.108	Ministry of Justice satisfaction with services provided by the Complaints, Investigation and Prosecution Unit <sup>83</sup> Demand Information	3	2 - Satisfied	2 - Satisfied
3.109	Number of investigation requests received from Private Security Personnel Licensing Authority	15-45	17	40

<sup>83</sup> Satisfaction is rated on a five-point scale from '1-Very satisfied' through to '5-Very unsatisfied'.

## Services Supporting the Executive (M47)

The single overarching purpose of this appropriation is to support the Government and the Executive to perform their role.

This appropriation is intended to achieve provision of support services for Government and the Executive to support effective democratic arrangements within New Zealand.

Performance information	Standard	2018/19	2019/20
3.110 Minister Responsible for Ministerial Services' satisfaction with the quality of support provided by the Department to the Executive	Satisfied	Good	Good

### Category: Coordination of Official Visits and Events

This category is limited to managing programmes for visiting guests of Government, visiting guests of Parliament, State and ministerial functions, coordinating a range of services in support of ceremonial and commemorative events and facilitating passage of New Zealand and foreign dignitaries and others authorised by the Crown into and out of New Zealand.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Revenue and output expenses	2020	2020	2020
\$000		\$000	\$000	\$000
8,773	Revenue Crown	5,608	7,515	7,515
-	Revenue other	-	-	2
<b>8,773</b>	<b>Total revenue</b>	<b>5,608</b>	<b>7,515</b>	<b>7,517</b>
7,889	Expenses	5,608	7,515	5,931
<b>884</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>1,586</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$1.907 million was due to:

- funding to meet the costs associated with the visit by the Prince of Wales and Duchess of Cornwall (increase of \$1.848 million), and
- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (increase of \$59,000).

This category is intended to achieve facilitation of ceremonies of national and international importance and official visits.

Performance information	Standard	2018/19	2019/20
3.111 Stakeholders' satisfaction that the Visits and Ceremonial Office's services have helped visits and events to achieve their objectives assessed as satisfied or better	At least 90%	97%	100%
Demand Information			
3.112 Number of Guests of Government visits	35-50	43	21 <sup>84</sup>
3.113 Number of Partial Guests of Government visits	10-15	26	13
3.114 Number of Commemorative and special events	10-15	13	8 <sup>85</sup>
3.115 Facilitations through Auckland and Wellington International Airports	500-600	462	288 <sup>86</sup>

<sup>84</sup> Due to COVID-19 border restrictions no official visits took place from March 2020.

<sup>85</sup> Due to COVID-19 restrictions on mass gatherings no physical events occurred after 19 March 2020.

<sup>86</sup> Due to COVID-19 border restrictions no official visits took place from 19 March 2020.

### Category: Support Services to Members of the Executive

This category is limited to providing support services for Members of the Executive, including in their capacity as a Member of Parliament, primarily through office personnel and administrative services, information and communication technology, and the provision and management of residential and office accommodation.

Actual		Unaudited	Unaudited	Actual
2019	Revenue and output expenses	Budget	Supp EST	2020
\$000		2020	2020	2020
		\$000	\$000	\$000
28,417	Revenue Crown	28,260	30,191	30,191
2	Revenue other	-	-	5
<b>28,419</b>	<b>Total revenue</b>	<b>28,260</b>	<b>30,191</b>	<b>30,196</b>
28,627	Expenses	28,260	30,191	29,637
<b>(208)</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>559</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$1.931 million was due to:

- funding to meet the costs associated with managing the transition for the incoming Executive (increase of \$1.097 million), and
- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (increase of \$834,000).

This category is intended to achieve support for Members of the Executive to enable the discharge of their Ministerial responsibilities.

Performance information		Standard	2018/19	2019/20
3.116	Minister Responsible for Ministerial Services' satisfaction with the quality and level of support services provided to the Members of the Executive assessed as 'Satisfied' or better Demand Information	Satisfied	Good	Good
3.117	Average number of Ministerial office personnel provided	150-170	163.5	165

### Category: VIP Transport Services

This category is limited to providing chauffeur-driven and self-drive vehicle services for parties specified in legislation, as authorised by Members of the Executive, or who otherwise meet qualifying criteria.

Actual		Unaudited	Unaudited	Actual
2019	Revenue and output expenses	Budget	Supp EST	2020
\$000		2020	2020	2020
		\$000	\$000	\$000
-	Revenue Crown	-	-	-
9,067	Revenue other	9,000	9,000	8,780
<b>9,067</b>	<b>Total revenue</b>	<b>9,000</b>	<b>9,000</b>	<b>8,780</b>
9,412	Expenses	9,000	9,000	9,015
<b>(345)</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>(235)</b>

This category is intended to achieve efficient and effective land transport services for Members of the Executive and other VIPs.

Performance information		Standard	2018/19	2019/20
3.118	Chauffeur-driven services provided leading to no sustained complaints (estimated volume: 17,000-20,000 jobs) Demand information	At least 99.5%	99.9%	99.9%
3.119	Total vehicle fleet	75-85	83	85

## Support for Statutory and Other Bodies (M41)

The single overarching purpose of this appropriation is to support statutory, advisory and other bodies to discharge their responsibilities.

This appropriation is intended to achieve provision of support services for statutory and other bodies to support effective constitutional arrangements within the community.

Performance information	Standard	2018/19	2019/20
3.120 Statutory body members' satisfaction with the quality of the support provided by the Department assessed as good or better	Good	Good – Very Good	Good – Very Good

### Category: Commissions of Inquiry and Similar Bodies

This category is limited to supporting Commissions of Inquiry and similar bodies.

Actual		Unaudited	Unaudited	Actual
2019	Revenue and output expenses	Budget	Supp EST	2020
\$000		2020	2020	2020
		\$000	\$000	\$000
11,059	Revenue Crown	6,905	13,521	13,521
-	Revenue other	-	-	-
<b>11,059</b>	<b>Total revenue</b>	<b>6,905</b>	<b>13,521</b>	<b>13,521</b>
8,378	Expenses	6,905	13,521	12,432
<b>2,681</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>1,089</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$6.616 million was due to:

- expense transfers from 2018/19 to 2019/20 to enable the successful completion of the Government Inquiry into Operation Burnham and Related Matters (increase of \$1.735 million), the Royal Commission of Inquiry into the Attack on Christchurch Mosques on 15 March 2019 (increase of \$917,000) and the Government Inquiry into the Auckland Fuel Supply Disruption (increase of \$330,000)
- funding to meet the costs associated with the extension of the report back date for the Royal Commission of Inquiry into the Attack on Christchurch Mosques on 15 March 2019 (increase of \$2.520 million)
- a transfer of funding from the Regulatory Services Multi-Category Appropriation to provide funding for the Inquiries Directorate (increase of \$695,000)
- a transfer of funding from the non-departmental appropriation Public Inquiries, to reflect the departmental expenditure associated with the Royal Commission of Inquiry into the Attack on Christchurch Mosques on 15 March 2019 (increase of \$54,000), and
- funding to meet the additional costs associated with the Government Inquiry into Operation Burnham and Related Matters and the Royal Commission of Inquiry into the Attack on Christchurch Mosques on 15 March 2019 as a result of COVID-19 (increase of \$665,000).

These increases were partially offset by:

- a transfer of funding to the non-departmental appropriation Public Inquiries, to reflect the non-departmental expenditure associated with the Government Inquiry into Operation Burnham and Related Matters (decrease of \$200,000), and
- an expense transfer from 2019/20 to 2020/21 to provide funding to enable the completion of the Government Inquiry into Operation Burnham and Related Matters in 2020/21 (decrease of \$100,000).

This category is intended to achieve effective support for inquiries and similar bodies.

Performance information	Standard	2018/19	2019/20
Inquiry's satisfaction with the timeliness and quality of services received assessed as '4' or '5'			
3.121 Government Inquiry into Operation Burnham and Related Matters	Achieved	Achieved (4)	Achieved (4)
3.122 Government Inquiry into the Auckland Fuel Supply Disruption	Achieved	Achieved (5)	Achieved (5) <sup>87</sup>
3.123 Royal Commission of Inquiry into the Attack on the Christchurch Mosques on 15 March 2019	Achieved	Achieved (5)	Achieved (5)

<sup>87</sup> The Government Inquiry into the Auckland Fuel Supply Disruption was extended until 17 August 2019. This result is from the 2018/19 survey, which was completed in July 2019.

### Category: Statutory and Advisory Body Support – Archives New Zealand

This category is limited to the provision of advisory and support services to statutory and advisory bodies established under the Public Records Act 2005 in respect of their statutory functions.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Revenue and output expenses	2020	2020	2020
\$000		\$000	\$000	\$000
101	Revenue Crown	81	142	142
-	Revenue other	-	-	-
<b>101</b>	<b>Total revenue</b>	<b>81</b>	<b>142</b>	<b>142</b>
103	Expenses	81	142	157
<b>(2)</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>(15)</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$61,000 was due to a transfer of funding between Departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs.

This category is intended to achieve effective support for the Archives Council.

Performance information	Standard	2018/19	2019/20
3.124 Statutory body member satisfaction with the quality of secretariat services provided assessed as '4' or '5' Demand information Support services provided for meetings of Statutory bodies which advise the Minister including:	At least 75%	100%	100%
3.125 Archives Council	4	4	4

### Category: Statutory and Advisory Body Support – National Library

This category is limited to the provision of services and advice to statutory and advisory bodies established under the National Library of New Zealand (Te Puna Mātauranga o Aotearoa) Act 2003 and the Public Lending Right for New Zealand Authors Act 2008 in respect of their statutory functions.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Revenue and output expenses	2020	2020	2020
\$000		\$000	\$000	\$000
98	Revenue Crown	98	49	49
1	Revenue other	7	7	-
<b>99</b>	<b>Total revenue</b>	<b>105</b>	<b>56</b>	<b>49</b>
62	Expenses	105	56	58
<b>37</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>(9)</b>

The decrease in the expense budget between the Main Estimates and the Supplementary Estimates of \$49,000 was due to a transfer of funding between Departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs.

This category is intended to achieve effective support for the Library Information Advisory Commission, Guardians Kaitiaki of the Alexander Turnbull Library and Public Lending Right Advisory Group.

Performance information		Standard	2018/19	2019/20
3.126	Statutory body member satisfaction with the quality of secretariat services provided assessed as '4' or '5' Demand Information Support services provided for meetings of Statutory bodies which advise the Minister:	At least 75%	100%	100%
3.127	Guardians Kaitiaki of the Alexander Turnbull Library	3	3	3
3.128	Library and Information Advisory Committee	4	4	4
3.129	Public Lending Right Advisory Group	1	1	3

### Category: Statutory Body Support – Gambling Commission

This category is limited to the provision of services and advice to the Gambling Commission to enable the Commission to discharge its responsibilities.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Revenue and output expenses	2022	2020	2020
\$000		\$000	\$000	\$000
-	Revenue Crown	-	-	-
846	Revenue other	1,158	1,158	970
<b>846</b>	<b>Total revenue</b>	<b>1,158</b>	<b>1,158</b>	<b>970</b>
878	Expenses	1,158	1,158	1,004
<b>(32)</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>(34)</b>

This category is intended to achieve effective support for the Gambling Commission.

Performance information		Standard	2018/19	2019/20
3.130	Gambling Commission's satisfaction with the quality of advice and support services provided assessed as '4' or '5'	At least 75%	100%	100%

### Category: Statutory Body Support - Local Government Commission

This category is limited to the provision of advisory and support services to the Local Government Commission in respect of its statutory functions.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Revenue and output expenses	2020	2020	2020
\$000		\$000	\$000	\$000
1,666	Revenue Crown	1,466	1,563	1,563
-	Revenue other	-	-	-
<b>1,666</b>	<b>Total revenue</b>	<b>1,466</b>	<b>1,563</b>	<b>1,563</b>
1,164	Expenses	1,466	1,563	1,106
<b>502</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>457</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$97,000 was due:

- an expense transfer from 2018/19 to 2019/20 to enable the continuation and completion of a joint shared services project agreed with the four local authorities on the West Coast but not yet commenced due to delays at the elected member level within the councils, and the need to progress the proposal through the local government reorganisation process (increase of \$200,000).

This increase was partially offset by:

- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (decrease of \$103,000).

This category is intended to achieve effective support for the Local Government Commission.

Performance information	Standard	2018/19	2019/20
3.131 Local Government Commission's satisfaction with the quality of advice and support services provided assessed as '4' or '5'	At least 75%	100%	100%

### Category: Support for Grant Funding Bodies – Community and Voluntary Sector

This category is limited to the provision of operational and secretariat support for grant funding bodies and includes supporting member appointment processes. The focus of operational support is on processing grant applications and grant decisions on behalf of the grant funding bodies.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Revenue and output expenses	2020	2020	2020
\$000		\$000	\$000	\$000
240	Revenue Crown	240	362	362
-	Revenue other	-	-	-
<b>240</b>	<b>Total revenue</b>	<b>240</b>	<b>362</b>	<b>362</b>
36	Expenses	240	362	352
<b>204</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>10</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$122,000 was due to a transfer of funding between Departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs.

This category is intended to achieve effective support of grant funding bodies.

Performance information	Standard	2018/19	2019/20
3.132 Grant decisions are managed within business timeframe standards	At least 95%	99%	95%
3.133 Grant decisions are transparent and consistent with regard to eligibility requirements	At least 97%	98%	100%

### Category: Support for Grant Funding Bodies – Internal Affairs

This category is limited to the provision of operational and secretariat support for grant funding bodies, including supporting member appointment processes. The focus of operational support is on processing grant applications and grant decisions on behalf of the grant funding bodies.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2019	Revenue and output expenses	2020	2020	2020
\$000		\$000	\$000	\$000
536	Revenue Crown	536	616	616
10,570	Revenue other	10,513	11,334	11,034
<b>11,106</b>	<b>Total revenue</b>	<b>11,049</b>	<b>11,950</b>	<b>11,650</b>
10,987	Expenses	11,049	11,950	11,317
<b>119</b>	<b>Net surplus/(deficit)</b>	<b>-</b>	<b>-</b>	<b>333</b>

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$901,000 was due to:

- expenditure associated with an increase in the provision of services for the Lottery Grants Board (increase of \$578,000)
- funding from the Lottery Grants Board to support the development of Oranga Mārae phase two (increase of \$243,000), and
- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (increase of \$80,000).

This category is intended to achieve effective support for grant funding bodies to enable them to make appropriate grant decisions.

<b>Performance information</b>	<b>Standard</b>	<b>2018/19</b>	<b>2019/20</b>
3.134 Customers are satisfied with the ease with which they are able to apply for grants and advisory services	At least 70%	74%	77%
3.135 Grant decisions are transparent and consistent with regard to eligibility requirements	At least 97%	99%	99%
3.136 Grant decisions are managed within business timeframe standards	At least 95%	98%	99%
3.137 Grant decision making committees are satisfied with the operational support received	At least 90%	100%	100%