

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

Non-Financial Performance Statements

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Departmental Appropriations

Departmental Output Expenses

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	Unaudited	Actual
2020	Revenue and output expenses	Budget	Supp EST	2021
\$000		2021	2021	2021
		\$000	\$000	\$000
-	Revenue Crown	-	-	-
1,793	Revenue other	1,000	2,000	2,386
1,793	Total revenue	1,000	2,000	2,386
1,786	Expenses	1,000	2,000	2,349
7	Net surplus/(deficit)	-	-	37

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$1.000 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	2019/20	2020/21
1.01 Customers' satisfaction as to whether translations were provided within 'good' timeframes ⁴³	At least 80%	89%	84%

Local Government Policy and Related Services (M49)

This appropriation is limited to the provision of policy advice, system stewardship and leadership, and services to support Ministers to discharge their responsibilities relating to the local government portfolio.

Actual		Unaudited	Unaudited	Actual
2020	Revenue and output expenses	Budget	Supp EST	2021
\$000		2021	2021	2021
		\$000	\$000	\$000
-	Revenue Crown	15,399	39,832	39,832
-	Revenue other	-	-	-
-	Total revenue	15,399	39,832	39,832
-	Expenses	15,399	39,832	36,782
-	Net surplus/(deficit)	-	-	3,050

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$24.433 million is due to:

- funding to meet the costs associated with the Three Waters Reform programme (increase of \$17.060 million)
- funding to meet the costs associated with a new, dedicated water services regulator, as part of a suite of system-wide reforms to the regulation of drinking water (increase of \$5.160 million)

⁴³ Satisfaction is rated on a scale from '0 – Strongly Disagree' to '10 – Strongly Agree', the result shown is the proportion rating 7 to 10.

- funding to continue work on local government reform programmes and to support the development and implementation of a Local Government Recovery Plan (increase of \$3.105 million)
- a transfer of funding from the Local Government Administration Multi-Category Appropriation to reflect the longer estimated establishment period for the new Crown agent regulator for water services, Taumata Arowai, as a result of the enabling legislation being passed in February 2021, effective from 1 March 2021 (increase of \$2.200 million)
- an expense transfer from 2019/20 to 2020/21 to enable the completion of the Infrastructure Funding and Financing programme in 2021/21 (increase of \$967,000)
- funding to establish a Ministerial review into the future for local government (increase of \$130,000), and
- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (increase of \$119,000).

These increases were partially offset by:

- a transfer of funding to the Local Government Administration Multi-Category Appropriation for Taumata Arowai (decrease of \$3.250 million)
- an expense transfer from 2020/21 to 2021/22 to progress the local government reform programmes and support local government (decrease of \$1.000 million)
- a transfer of funding between departmental appropriations to contribute towards the cost of the Royal Commission of Inquiry into the Terrorist Attack on Christchurch Mosques on 15 March 2020 (decrease of \$37,000), and
- a reduction in the capital charge rate (decrease of \$21,000).

This appropriation is intended to achieve well-informed decision making by Ministers through the provision of support, system stewardship and leadership and high-quality advice on local government matters.

Performance information		Standard	2019/20 ⁴⁴	2020/21
1.02	Ministers satisfaction with the quality of policy advice	No standard	4.3	4.5
1.03	Required timeframes are met: Parliamentary Questions (written) – within three days of notifications or as agreed with the Minister	95%	96%	100%
1.04	Required timeframes are met: Ministerial correspondence (draft responses) – within 15 days of receipt or as specifically agreed	95%	99%	99.8%
1.05	Required timeframes are met: Ministerial Official Information Act requests – at least five days prior to statutory timeframes	95%	100%	100%

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	Unaudited	Actual
2020	Revenue and output expenses	Budget	Supp EST	Actual
\$000		2021	2021	2021
		\$000	\$000	\$000
28,627	Revenue Crown	7,713	40,333	40,333
-	Revenue other	-	-	-
28,627	Total revenue	7,713	40,333	40,333
23,007	Expenses	7,713	40,333	40,304
5,620	Net surplus/(deficit)	-	-	29

The increase in this multi-year appropriation budget between the Main Estimates and the Supplementary Estimates of \$32.620 million was due to:

- funding to meet the departmental costs associated with the Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions (increase of \$18.000 million)
- update of the 2020/21 indicative spending profile associated with supporting the Royal Commission in Historical Abuse in State Care and in the Care of Faith-based Institutions (increase of \$8.788 million), and
- a transfer of funding between the Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions appropriations to align expenditure (increase of \$6.000 million).

These increases were partially offset by:

- a reduction in the capital charge rate (decrease of \$168,000).

⁴⁴ The 2019/20 performance results were reported in the Policy Advice MCA (Policy Advice – Local Government category) and the Ministerial Support Services MCA (Ministerial Support Services – Local Government category).

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	2019/20	2020/21
1.06	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	4 – Good	3 – Satisfactory ⁴⁵

⁴⁵ The survey response noted that transactional services were generally viewed positively. Challenges included property and some process matters.

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.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2020 \$000	Departmental Capital expenses	2021 \$000	2021 \$000	2021 \$000
92,864	Capital expenditure	101,898	85,500	80,386

The decrease in the capital budget between the Main Estimates and the Supplementary Estimates of \$16.398 million was mainly due to timing of the delivery of projects, in particular, the Electronic Monitoring System, Infinity Point of Sale, Charities register improvements and the VIP Transport fleet.

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.

Performance information		Standard	2019/20	2020/21
1.07	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
2020	Non-Departmental Output expenses	2021	2021	2021
\$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	2019/20	2020/21
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

COVID-19 Foreign National Support (M15)

This appropriation is limited to support for foreign nationals experiencing hardship as a result of the COVID-19 pandemic.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2020	Non-Departmental Other expenses	2021	2021	2021
\$000		\$000	\$000	\$000
-		-	36,058	24,973

This appropriation was established in 2020/21 to provide funding to support foreign nationals experiencing hardship as a result of the COVID-19 pandemic (increase of \$37.600 million). This increase was partially offset by a transfer of funding to the Community Funding Schemes Multi-Category Appropriation to provide funding for the administration costs associated with the COVID-19 Foreign National Support Fund (decrease of \$1.542 million).

This appropriation is intended to achieve support for foreign nationals experiencing hardship as a result of the COVID-19 pandemic.

Performance information	Standard	2019/20	2020/21
2.02 The number of people that received support	No standard	New measure	12,794
2.03 The number of applications processed	No standard	New measure	17,907

Grants for Water Infrastructure and Delivery (M49)

This appropriation is limited to grants to organisations, including councils, to assist them to strengthen water infrastructure and service delivery, including through service delivery changes.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2020	Non-Departmental Other expenses	2021	2021	2021
\$000		\$000	\$000	\$000
-		-	314,574	266,847

This appropriation was established in 2020/21 to provide funding to organisations participating in the Three Waters Infrastructure Investment and Service Delivery Reform Programme and the economic recovery from the COVID-19 pandemic (increase of \$314.574 million).

The appropriation is intended to achieve support for delivery of the Three Waters Reform programme, improved water infrastructure and the economic recovery from the COVID-19 pandemic.

Performance information	Standard	2019/20	2020/21
2.04 A case study is provided to show the impact of the stimulus funding in water infrastructure and water services	No standard	New measure	See case study below
2.05 Reported number of additional full-time equivalent positions for water infrastructure and water services	No standard	New measure	1367.2
2.06 Number of stimulus projects on water infrastructure and water services by councils	No standard	New measure	463

Taupō Case Study – Three Waters Stimulus Programme

COVID-19 exacerbated the three waters (drinking water, wastewater and stormwater) challenges already facing the local government sector. Without support, many councils would have struggled to respond to immediate three waters challenges given the competing claims of other investment priorities.

In July 2020, the Government announced a funding package of \$761 million to provide immediate post-COVID-19 stimulus to local authorities to maintain and improve three waters infrastructure, support the Three Waters Reform Programme, and underpin the operation of new water services regulator Taumata Arowai.

As a part of this stimulus package delivered through Internal Affairs, Taupō District Council submitted a work programme to improve its three waters infrastructure with an estimated cost of \$8.32 million. At a high level, the projects included:

- Upgrading six drinking water schemes with ultra-violet disinfection;
- Renewing water mains and installing zone flow meters;
- Wastewater network renewals and assessing infiltration and inflow to reduce sewer overflows;
- Upgrading systems to improve the reliability of data from remote water and waste water facilities; and
- Installing treatment devices to improve quality of storm run-off into Lake Taupō.

The works have prioritised delivering strongly across the Government's stimulus objectives, with all projects focused on the objective of significantly improving the safety, quality and resilience of drinking water services, and the environmental performance of wastewater and stormwater systems.

To achieve the best successful completion of this programme, Taupō District Council was aware that it required skilled programme management and project managers using agile procurement and delivery methods. Taupō ensured comprehensive project plans were developed at a very early stage and broke the project down into nine specific projects, each assigned to a dedicated project manager, who collectively managed more than 22 contractors across the programme of work.

Crown Infrastructure Partners (CIP) supported Internal Affairs in the oversight of this programme. As at 30 June 2021, CIP reported Taupō District Council had completed 60 per cent of works and had invested \$4.85 million of the \$8.32 million allocated. In addition, 84 per cent of the funds were committed and in progress with contractors to continue with the planned works.

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
2020	Non-Departmental Other expenses	2021	2021	2021
\$000		\$000	\$000	\$000
3,567	Non-Departmental other expenses	2,578	14,490	10,275

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$11.912 million was due to:

- funding to meet the costs associated with delivering digital skills programmes to address digital skills gaps (increase of \$9.200 million)
- an expense transfer from 2019/20 to 2020/21 to enable the completion of a voluntary managed retreat at Awatarariki, Mātata in 2020/21 (increase of \$2.432 million)
- a transfer of funding from the Policy and Related Services Multi-Category Appropriation to support the 'Choice Not Chance' campaign delivered by the Health Protection Agency as part of the Gambling and Community Funding programme (increase of \$150,000), and
- an expense transfer from 2019/20 to 2020/21 to enable the provision of financial support for the investigation of potential new water service delivery models in Manawatu and Otago-Southland's regions in 2020/21 (increase of \$130,000).

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

Performance information		Standard	2019/20	2020/21
2.07	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
2020	Non-Departmental Other expenses	2021	2021	2021
\$000		\$000	\$000	\$000
1,243	Non-Departmental other expenses	1,459	2,107	1,250

The increase in this multi-year appropriation budget between the Main Estimates and the Supplementary Estimates of \$648,000 was due to the update to the 2020/21 indicative spending profile associated with commissioners' 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	2019/20	2020/21
2.08	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%	98%	100%

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
2020	Non-Departmental Other expenses	2021	2021	2021
\$000		\$000	\$000	\$000
203	Non-Departmental other expenses	3,028	522	1,167

The decrease in this multi-year appropriation budget between the Main Estimates and the Supplementary Estimates of \$2.506 million was due to a transfer of funding between Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions appropriations to align expenditure (decrease of \$6.000 million). This decrease was partially offset due to the update to the 2020/21 indicative spending profile associated with the counselling costs for individuals participating in the Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions (increase of \$3.494 million).

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	2019/20	2020/21
2.09	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%	95%	97%

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
2020	Non-Departmental Other expenses	2021	2021	2021
\$000		\$000	\$000	\$000
121	Non-Departmental other expenses	4,395	8,669	816

The increase in this multi-year appropriation budget between the Main Estimates and the Supplementary Estimates of \$4.274 million was due to the update of the 2020/21 indicative spending profile for the legal assistance costs for individuals or their representatives to participate in the Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions public hearing process.

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	2019/20	2020/21
2.10	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%	100%	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
2020	Non-Departmental Other expenses	2021	2021	2021
\$000		\$000	\$000	\$000
41,000	Non-Departmental other expenses	-	9,000	7,099

This appropriation was established in 2019/20 to provide funding to ensure the survival of the racing industry through 31 July 2020 and prevent the Racing Industry Transition Agency becoming insolvent (increase of \$9.000 million).

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

Performance information		Standard	2019/20	2020/21
2.11	Grants and subsidies are allocated to eligible organisations for the intended purposes.	100%	100%	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
2020	Non-Departmental Capital expenses	2021	2021	2021
\$000		\$000	\$000	\$000
-	Non-Departmental capital expenses	50	300	175

The increase in the capital budget between the Main Estimates and the Supplementary Estimates of \$250,000 was due to a capital transfer from 2019/20 to 2020/21 to enable the completion of the construction and upgrade of the Chatham Islands wharves

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	2019/20	2020/21
2.12 Funding is allocated for the development of Chatham Islands wharves in accordance with policies and procedures	100%	100%	100%

Fire and Emergency New Zealand – Rebuild and upgrade of Fire Stations (M41)

This appropriation is limited to a capital injection to enable Fire and Emergency New Zealand to rebuild and upgrade fire stations.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2020	Non-Departmental Capital expenses	2021	2021	2021
\$000		\$000	\$000	\$000
-		-	26,571	19,292

This multi-year appropriation was established in 2020/21 to provide funding for Fire and Emergency New Zealand to invest in rebuilding and upgrading fire stations (increase of 26.571 million).

This appropriation is intended to achieve an improved standard for selected fire stations by Fire and Emergency New Zealand and to contribute to the economic recovery from the COVID-19 pandemic.

Performance information	Standard	2019/20	2020/21
2.13 Percentage of projects that are on schedule to be completed within the agreed timeframe	At least 75%	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
2020	Non-Departmental Capital expenses	2021	2021	2021
\$000		\$000	\$000	\$000
-	Non-Departmental Capital expenses	-	19,090	19,089

The increase in this multi-year appropriation budget between the Main Estimates and the Supplementary Estimates of \$19.090 million was due to the update to the 2020/21 indicative spending profile associated with scheduled drawdowns of the capital injections by Fire and Emergency New Zealand.

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	2019/20	2020/21
2.14 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
2.15 Services are transitioned in accordance with the agreed transition work programme	Achieved	Not Achieved ⁴⁶	Achieved

⁴⁶ Three of five Integration Programme performance measures for 2019/20 were partially completed by 30 June 2020, however they required 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 and identity information.

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

Performance information		Standard	2019/20	2020/21
3.01	Perception of the overall ease of Identity and Life Event Services	At least 80%	87%	90%

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	Unaudited	Actual
2020	Revenue and output expenses	Budget	Supp EST	2021
\$000		2021	2021	2021
		\$000	\$000	\$000
22,113	Revenue Crown	25,835	28,205	28,205
119,668	Revenue other	115,783	68,132	49,368
141,781	Total revenue	141,618	96,337	77,573
143,294	Expenses	161,309	153,786	134,679
(1,513)	Net surplus/(deficit)	(19,691)	(57,449)	(57,106)

The decrease in the expense budget between the Main Estimates and the Supplementary Estimates of \$7.523 million was due to:

- a decrease in expenditure for Passport products as a result of lower than anticipated demand due to the impact of COVID-19 (decrease of \$10.403 million)
- a reduction in the capital charge rate (decrease of \$1.351 million)
- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (decrease of \$299,000)
- a transfer of funding to the Support for Statutory and Other Bodies Multi-Category Appropriation to provide funding for the Inquiries Directorate (decrease of \$270,000), and
- a transfer of funding between departmental appropriations to contribute towards the cost of the Royal Commission of Inquiry into the Terrorist Attack on Christchurch Mosques on 15 March 2019 (decrease of \$62,000).

These decreases were partially offset by:

- funding to meet the costs associated with the preparatory work on the births, deaths and marriages stream of work for Te Ara Manaaki Phase 2 to be carried out in advance of the Implementation Business Case being completed (increase of \$3.165 million), and
- an increase in expenditure for Citizenship products due to Te Ara Manaaki ongoing support costs and Immigration New Zealand data link development and support costs (increase of \$1.697 million).

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

Performance information		Standard	2019/20	2020/21
3.02	Ease of Identity and Life Event services	At least 80%	88%	91%
3.03	Identity and Life Event services issued or registered without error	At least 99%	99.9%	99.9%
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%	99.9%	97% ⁴⁷

⁴⁷ Two of the five components of this measure did not meet the business timeframe standards: Applications for grant of citizenship to foreign nationals recommended to the Minister (within an average of 50 working days) and Birth information registered (within an average of eight working days). A range of factors have contributed to this result, including the ability of staff to access secure systems during the national and

3.05	Passports issued within business timeframe standards on receipt of applications	At least 97%	93% ⁴⁸	93% ⁴⁹
3.06	Percentage of all Identity and Life Event applications received via online service	At least 65%	70%	75%
3.07	Number of new RealMe verified identities issued	150,000-175,000	139,646 ⁵⁰	119,965 ⁵¹
3.08	Customer satisfaction with the process of applying for a RealMe verified identity assessed as '4' or '5'	At least 75%	79%	88%
3.09	Number of customer consents to share information	250,000-290,000	311,032	417,058
3.10	Applications for verified identity are processed within five days	At least 95%	96%	98%
3.11	Real-time verification of data	At least 99%	100%	100%

Category: Publishing Civic Information

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

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2020	Revenue and output expenses	2021	2021	2021
\$000		\$000	\$000	\$000
-	Revenue Crown	-	-	-
757	Revenue other	844	844	884
757	Total revenue	844	844	884
751	Expenses	872	870	761
6	Net surplus/(deficit)	(28)	(26)	123

The decrease in the expense budget between the Main Estimates and the Supplementary Estimates of \$2,000 was due to a reduction in the capital charge rate.

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

Performance information	Standard	2019/20	2020/21
3.12 Accuracy: Notices published consistent with text supplied by clients	99%	100%	99.8%

Auckland COVID-19 lockdowns, significant changes to citizenship processing systems and the requirement for staff to learn new ways of working.

⁴⁸ 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).

⁴⁹ 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 longer than usual to respond to information requests.

⁵⁰ 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 fewer 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.

⁵¹ The replatforming project for RealMe that was scheduled to be completed in 2020 was extended to April 2021. This meant that some of the new services we expected to integrate (that would have increased verified identity numbers) have not yet been integrated.

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	2019/20	2020/21
3.13 Case studies completed that demonstrate benefits to community grant funding recipients ⁵²	Achieved	Achieved	Achieved

Category: Administration of Grants

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

Actual		Unaudited	Unaudited	Actual
2020	Revenue and output expenses	Budget	Supp EST	2021
\$000		2021	2021	2021
		\$000	\$000	\$000
-	Revenue Crown	4,069	6,019	6,019
-	Revenue other	-	-	-
-	Total revenue	4,069	6,019	6,019
-	Expenses	4,069	6,019	5,678
-	Net surplus/(deficit)	-	-	341

The increase in this expense between the Main Estimates and the Supplementary Estimates of \$1.950 million was due to:

- a transfer of funding from the non-departmental appropriation, COVID-19 Foreign National Support to provide funding for the administration costs associated with the COVID-19 Foreign National Support Fund (increase of \$1.542 million)
- funding for departmental costs associated with the extension to the Safer Communities Fund for security measures for communities at risk from hate incidents and terror attacks (increase of \$245,000)
- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (increase of \$95,000), and
- a transfer of funding from the Community Development Scheme category to reflect the costs associated with the evaluation of the Community-led Development Programme (increase of \$90,000).

These increases were partially offset by:

- a reduction in the capital charge rate (decrease of \$12,000), and
- a transfer of funding between departmental appropriations to contribute towards the cost of the Royal Commission of Inquiry into the Terrorist Attack on Christchurch Mosques on 15 March 2019 (decrease of \$10,000).

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

Performance information	Standard	2019/20 ⁵³	2020/21
3.14 Grant decisions are transparent and consistent with regard to eligibility requirements	At least 97%	98%	99%
3.15 Grant requests are managed within business timeframes ⁵⁴	At least 95%	99%	99%
3.16 Customers are satisfied with the ease with which they are able to apply for grants and advisory services	At least 70%	77%	73%
3.17 Grant decision making committees are satisfied with the operational support received	At least 90%	99%	98%

⁵² See page 174 for the case studies.

⁵³ The 2019/20 performance results were reported in the Administration of Grants departmental output expense appropriation.

⁵⁴ The business timeframe standard is within 15 weeks of submission of a request.

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
2020	Non-Departmental Other expenses	2021	2021	2021
\$000		\$000	\$000	\$000
3,202	Non-Departmental other expenses	6,347	8,102	5,783

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$1.755 million was due to an expense transfer from 2019/20 to 2020/21 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 (increase of \$1.845 million). This increase was partially offset by a transfer of funding to the Administration of Grants category to reflect the costs associated with the evaluation of the Community-led Development Programme (decrease of \$90,000).

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

Performance information		Standard	2019/20	2020/21
3.18	Number of Community-Led Development partnering agreements in place	At least 15	New measure	18

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
2020	Non-Departmental Other expenses	2021	2021	2021
\$000		\$000	\$000	\$000
12,428	Non-Departmental other expenses	12,500	12,500	12,500

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

Performance information		Standard	2019/20	2020/21
3.19	Two case studies that assess the benefits to communities from the grants, are completed	Achieved	Achieved	Achieved (see below)

Community Organisation Grants Scheme (COGS) provides small government funded grants to support voluntary and non-profit community groups and organisations working in local communities and neighbourhoods. Last year COGS made 2,952 grants through its 37 Local Distribution Committees, with a total of 3,861 requests considered.

Te Herenga Waka o Orewa Incorporated Society

Te Herenga Waka o Orewa is one example of a community group supported by COGS. Te Herenga Waka o Orewa is a community marae offering a unique opportunity for all community members regardless of ethnicity to participate in marae activities. They requested \$33,140 for the salary of their sole employee. The local Rodney/North Shore COGS committee granted Te Herenga Waka \$8,000, and while below the requested amount this is still a significant grant for COGS, where the average grant size is \$3,700.

The marae employee manages all day-to-day tasks associated with running a large community facility. She greets people arriving at the marae, supervises the many volunteers and oversees those who come to work on the marae as part of their community service sentences. This role is crucial to the operation of the marae and was also vital in helping the marae navigate the unprecedented COVID-19 pandemic.

Some events hosted by the marae that benefitted the local community were the Waitangi Day celebration, Te Wiki o te Reo Māori - Rolling Pōhiri, Matariki, Whānau ara reo, Te Puna Reo, cultural advisement and marae experiences. The marae also provided vital COVID-19 Community Support. Last year the marae had over 6,000 visitors with many visits including an overnight stay. This grant contributed to the Rodney/North Shore COGS Committee priority of whānau ora and/or kaupapa Māori services are well resourced and supported.

Lifeline Aotearoa Helplines

Foundation Charitable Trust is at the other end of the spectrum of organisations funded by COGS. Lifeline made requests to 35 COGS committees in the 2020/21 financial year. The total amount requested was \$175,000 and Lifeline was granted a total of \$68,650.

The requests were for operational costs to continue to provide free telephone counselling services to every New Zealander who requires it, 24 hours a day, 365 day a year.

In 2020, 126,594 calls were made to Lifeline's numbers and they received 152,724 incoming individual text messages resulting in 10,656 text conversations. Lifeline responded to 3,512 high risk calls and texts – from these there were 3,047 safety plans created and 465 people required immediate support from the police, an ambulance or both.

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	Unaudited Supp EST	Actual
2020	Non-Departmental Other expenses	2021	2021	2021
\$000		\$000	\$000	\$000
5,202		-	4,864	4,277

The increase in the expense between the Main Estimates and the Supplementary Estimates of \$4.864 million was due to:

- funding to extend the Safer Communities Fund for security measures for communities at risk from hate incidents and terror attacks (increase of \$3.255 million), and
- an expense transfer from 2019/20 to 2020/21 to maximise the extent to which at risk communities can be supported to take the steps necessary to make themselves safe (increase of \$1.609 million).

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

Performance information	Standard	2019/20	2020/21
3.20 Grants are allocated to eligible organisations	100%	100%	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	2019/20	2020/21
3.21 Community satisfaction with the availability of information, training and advice provided by the Department ⁵⁵	Achieved	Achieved (3.8)	Achieved (4.1)

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.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2020	Revenue and output expenses	2021	2021	2021
\$000		\$000	\$000	\$000
6,456	Revenue Crown	6,501	7,225	7,225
400	Revenue other	-	-	-
6,856	Total revenue	6,501	7,225	7,225
6,454	Expenses	6,501	7,225	6,306
402	Net surplus/(deficit)	-	-	919

The increase in this expense between the Main Estimates and the Supplementary Estimates of \$724,000 was due to:

- funding to establish a network of ethnic community partners (information facilitators) who will disseminate critical government information, in multiple languages deep into communities (increase of \$905,000)
- funding to develop and implement an Ethnic Communities' Graduate Programme (increase of \$209,000)
- an expense transfer from 2019/20 to 2020/21 to enable the early piloting of initiatives identified following the national dialogues with Muslim communities to promote social inclusion and counter racism, discrimination and religious intolerance in 2020/21 (increase of \$200,000), and
- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (increase of \$24,000).

These increases were partially offset by:

- a transfer of funding between departmental appropriations to reflect the provision of services within the Diversity, Inclusion and Ethnic Communities portfolio (decrease of \$574,000)
- a transfer of funding between departmental appropriations to contribute towards the cost of the Royal Commission of Inquiry into the Terrorist Attack on Christchurch Mosques on 15 March 2019 (decrease of \$26,000), and
- a reduction in the capital charge rate (decrease of \$14,000).

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

Performance information	Standard	2019/20	2020/21
3.22 Number of unique visits to the intercultural capability e-learning on the Office of Ethnic Communities website	800 – 1,000	1,615	1,727
3.23 Approved Ethnic Communities Development Fund grant applications are paid within business timeframe standards	At least 95%	100%	96%
3.24 Ethnic Communities Development Fund decisions are consistent with priorities, policies and procedures	At least 95%	99%	97%

⁵⁵ Average rating on a scale from 1 to 5, with 5 being 'Very Satisfied' or equivalent.

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 2020 \$000	Revenue and output expenses	Unaudited Budget 2021 \$000	Unaudited Supp EST 2021 \$000	Actual 2021 \$000
3,823	Revenue Crown	3,716	3,616	3,616
-	Revenue other	-	-	-
3,823	Total revenue	3,716	3,616	3,616
3,602	Expenses	3,716	3,616	3,334
221	Net surplus/(deficit)	-	-	282

The decrease in the expense budget between the Main Estimates and the Supplementary Estimates of \$100,000 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	2019/20	2020/21
3.25 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	2019/20	2020/21
3.26 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

All-of-Government and Cloud Digital Services

Refer to page 49 for the All-of-Government and Cloud Digital Services case study.

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 Budget	Unaudited Supp EST	Actual
2020	Revenue and output expenses	2021	2021	2021
\$000		\$000	\$000	\$000
1,342	Revenue Crown	1,342	1,414	1,414
-	Revenue other	-	-	-
1,342	Total revenue	1,342	1,414	1,414
982	Expenses	1,342	1,414	1,679
360	Net surplus/(deficit)	-	-	(265)

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$72,000 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	2019/20	2020/21 ⁵⁶
3.27 Privacy maturity of State Sector category 1 agencies, as measured by agency self-assessments, improves year on year	Achieved	Achieved (3.14) ⁵⁷	Not available
3.28 Privacy maturity of State Sector category 2 agencies, as measured by agency self-assessments, improves year on year	Achieved	Achieved (2.84) ⁵⁸	Not available
3.29 Privacy maturity of State Sector category 3 agencies, as measured by agency self-assessments, improves year on year	Achieved	Achieved (3.30) ⁵⁹	Not available

⁵⁶ The Privacy Maturity Assessment Framework in place from 2015/16 to 2019/20 is no longer effective in reflecting the improvements in the privacy maturity of agencies. Agencies' stories of growing privacy maturity, which are reflected in positive changes in culture, leadership, and placing New Zealanders at the centre of privacy programmes, are not articulated by the compliance-focused model of the Privacy Maturity Assessment Framework. A new measure is being developed for Supplementary Estimates 2021/22.

⁵⁷ This self-assessment was completed by 11 out of the 12 agencies in category 1.

⁵⁸ This self-assessment was completed by 27 out of the 31 agencies in category 2.

⁵⁹ This self-assessment was completed by 17 out of the 20 District Health Boards in category 3.

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
2020	Revenue and output expenses	Budget	Supp EST	2021
\$000		2021	2021	\$000
		\$000	\$000	\$000
23,809	Revenue Crown	20,972	23,535	23,535
-	Revenue other	-	-	-
23,809	Total revenue	20,972	23,535	23,535
19,417	Expenses	20,972	23,535	17,161
4,392	Net surplus/(deficit)	-	-	6,374

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$2.563 million was due to:

- an expense transfer from 2019/20 to 2020/21 to enable funding to be available at the appropriate time for agencies to fund initiatives that use digital technologies and data to deliver public value (increase of \$2.348 million)
- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (increase of \$375,000), and
- 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 (increase of \$300,000).

These increases were partially offset by:

- a transfer of funding to the Policy and Related Services Multi-Category Appropriation to reflect the costs associated with the provision of policy advice and services to support the Minister for the Digital Economy and Communications (decrease of \$345,000)
- a transfer of funding between departmental appropriations to contribute towards the cost of the Royal Commission of Inquiry into the Terrorist Attack on Christchurch Mosques on 15 March 2019 (decrease of \$96,000), and
- a reduction in the capital charge rate (decrease of \$19,000).

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	2019/20	2020/21
3.30 Effectiveness of ICT Functional Leader assessed under agreed maturity framework	3	2 ⁶⁰	2 ⁶¹

⁶⁰ 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.

⁶¹ This measure has two components: hardware costs and common capability information, the hardware costs component is as at 30 June 2020. 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 2021/22.

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
2020	Revenue and output expenses	Budget	Supp EST	2021
\$000		2021	2021	2021
		\$000	\$000	\$000
11,849	Revenue Crown	11,777	18,528	18,528
8,676	Revenue other	7,368	7,368	8,741
20,525	Total revenue	19,145	25,896	27,269
23,070	Expenses	23,865	30,549	27,580
(2,545)	Net surplus/(deficit)	(4,720)	(4,653)	(311)

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$6.684 million was due to:

- funding to meet the costs associated with delivering digital skills programmes to address digital skills gaps (increase of \$5.600 million)
- funding for the establishment and implementation of an interim Trust Framework and to develop a Trust Framework Bill (increase of \$2.010 million), 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 (increase of \$200,000).

These increases were partially offset by:

- a transfer of funding to the Policy and Related Services Multi-Category Appropriation to reflect the policy workstream associated with the Digital Identity Trust Framework programme (decrease of \$565,000)
- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (decrease of \$478,000), and
- a reduction in the capital charge rate (decrease of \$83,000).

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

Performance information	Standard	2019/20	2020/21
3.31 All-of-Government Common Capability products, where the Department of Internal Affairs is the lead agency, meet service level agreements	Achieved	Achieved	Not Achieved ⁶²
3.32 GIS All-of-Government digital services meet performance measures, assessed under an agreed service performance framework	100%	100%	91% ⁶³
3.33 Funds are distributed by the Department of Internal Affairs to system agencies as per agreement	Achieved	Achieved	Not available ⁶⁴
3.34 Satisfaction with the quality of advice and support received by the Digital Council assessed as at least 3 ⁶⁵	At least 75%	92%	Not available ⁶⁶

⁶² Service Level Agreement failures occurred in July, August, October and December 2020. These included major service outages on IaaS with Revera and Datacom, plus on-going issues for Vodafone with their connectivity services under TaaS.

⁶³ This measure has 11 components, with one of the components not met. Govt.NZ user sessions have decreased slightly due to the fall in volume associated with limited demand for passports post border closure due to COVID-19.

⁶⁴ Funds were fully allocated to system agencies in the 2019/20 financial year. This measure will be removed through Supplementary Estimates 2021/22.

⁶⁵ Satisfaction is rated on a scale from 1 to 5, with 5 being the highest rating.

⁶⁶ No assessments were received as at 31 August 2021.

Local Government Administration (M49)

The single overarching purpose of this appropriation is to administer local government legislation and relevant regulations and assets.

This appropriation is intended to achieve support for effective local government services within New Zealand and the Lake Taupō harbourmaster function.

Performance information	Standard	2019/20	2020/21
3.35 The time the harbourmaster takes to resolve reported or discovered missing or damaged navigational aids is within 20 working days	No standard ⁶⁷	New measure	100%

Category: Local Government Services

This category is limited to administering the Local Government related legislations and regulations, including 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 2021 \$000	Unaudited Supp EST 2021 \$000	Actual 2021 \$000
2020 \$000	Revenue and output expenses			
-	Revenue Crown	2,198	2,452	2,452
-	Revenue other	1,380	1,380	1,438
-	Total revenue	3,578	3,832	3,890
-	Expenses	3,911	3,861	3,421
-	Net surplus/(deficit)	(333)	(29)	469

The decrease in this expense between the Main Estimates and the Supplementary Estimates of \$50,000 was due to:

- a reduction in expenditure due to the expected change in timing from 2020/21 to 2021/22 associated with the tendering process for the National Dog Control Information Database operation and support contract (decrease of \$292,000), and
- a reduction in the capital charge rate (decrease of \$21,000).

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 \$263,000).

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

Performance information	Standard	2019/20 ⁶⁸	2020/21
3.36 Responses to requests for information from the public about the Rates Rebate Scheme – within ten days of receipt	At least 98%	100%	100%
3.37 Eligible claims from councils for reimbursement of rates rebates processed within 20 days of receipt	At least 98%	99.8%	99.6%
3.38 National Dogs Database snapshot statistics for the year as at May made available to the public by August	Achieved	Achieved	Achieved
3.39 Boating facilities and navigational safety equipment inspected in accordance with an annual compliance programme	All	100%	100%
3.40 Customer satisfaction with the quality of Lake Taupō navigational safety services assessed as average or above, when surveyed every two years	At least 85%	92%	92% ⁶⁹

⁶⁷ A standard will be provided in the Supplementary Estimates 2021/22 once trend information has been established and the supply chain has stabilised.

⁶⁸ The 2019/20 performance results were reported in the Local Government Services departmental output expense appropriation.

⁶⁹ Based on the 2019/20 survey.

Category: Taumata Arowai

This category is limited to supporting Taumata Arowai in meeting its statutory responsibilities as New Zealand's water services regulator.

Actual		Unaudited	Unaudited	Actual
2020	Non-Departmental Output Expenses	Budget	Supp EST	2021
\$000		2021	2021	2021
		\$000	\$000	\$000
-		-	7,830	7,830

This appropriation was established in 2020/21 to provide funding to:

- meet the costs associated with a new, dedicated water services regulator, as part of a suite of system-wide reforms to the regulation of drinking water and the associated monitoring costs (increase of \$12.030 million).

This increase was partially offset by:

- a transfer of funding to the Local Government Policy and Related Services appropriation to reflect the estimated establishment period for the new Crown agent regulator for water services, Taumata Arowai (decrease of \$2.200 million), and
- a transfer of funding to the non-departmental Capital Injection to Taumata Arowai appropriation to provide for the acquisition of assets to support the operation of the Crown agent regulator for water services, Taumata Arowai (decrease of \$2.000 million).

This category is intended to support the water services regulator Taumata Arowai to ensure safe drinking water and improve the regulation and performance of the waste water and storm water networks for New Zealand.

Performance information	Standard	2019/20	2020/21
3.41 The percentage of critical business readiness conditions that have been met to allow Taumata Arowai to act as a Crown Entity	100%	New measure	100%

National Archival and Library Services (M41)

The single overarching purpose of this appropriation is to contribute to the collection, management and provision of access to knowledge and information for New Zealand and support government accountability.

This appropriation is intended to achieve the collection, preservation, accessibility and integrity of New Zealand's government and heritage information.

Performance information		Standard	2019/20	2020/21
3.42	Number of items accessed that are held by National Library and Archives New Zealand	26.5 million	New measure	31,678,359

Category: Knowledge and Information Services

This category is limited to the collection, acquisition, preservation, management and provision of access to heritage information and public archives, provision of operational advice and services to enable government accountability, provision of services to schools and to assist access to library collections and other information.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2020	Revenue and output expenses	2021	2021	2021
\$000		\$000	\$000	\$000
-	Revenue Crown	106,050	145,408	145,408
-	Revenue other	9,999	6,283	7,848
-	Total revenue	116,049	151,691	153,256
-	Expenses	116,073	151,641	127,580
-	Net surplus/(deficit)	(24)	50	25,676

The increase in this expense between the Main Estimates and the Supplementary Estimates of \$35.568 million was due to:

- funding to support librarians and library services to be retained in New Zealand libraries and to support community recovery (increase of \$24.413 million)
- funding for the Tāhuhu: Preserving the Nation's Memory Programme (increase of \$18.500 million)
- an expense transfer from 2019/20 to 2020/21 due to the timing of entering into the contract for the delivery of the Archival Integrated Management System and the COVID-19 impact on the timing of some activities associated with the Tāhuhu programme (increase of \$1.900 million)
- funding for the procurement of design teams and commencement of the design phases for the Regional Shared Repository and Heke Puna Library alterations (increase of \$1.168 million), and
- an increase in expenditure associated with the recovery of costs from the Ministry of Education for the Tuia Mātauranga initiative (increase of \$110,000) and the Any Questions initiative (increase of \$50,000).

These increases were partially offset by:

- an expense transfer from 2020/21 to 2022/23 to support librarians and library services to be retained in New Zealand libraries and to support community recovery (decrease of \$3.200 million)
- a decrease in the revenue and expenditure baseline associated with the Electronic Purchasing in Collaboration services provided by the National Library of New Zealand. Time-limited funding was provided to enable temporary relief to New Zealand public libraries by waiving user charges (decrease of \$2.405 million)
- a reduction in the capital charge rate (decrease of \$1.672 million)
- a decrease in the revenue and expenditure baseline associated with the Aotearoa People's Network Kaharoa and Te Puna Services. Time-limited funding was provided to enable temporary relief to New Zealand public libraries by waiving user charges (decrease of \$1.430 million)
- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (decrease of \$1.404 million)
- a transfer of funding between departmental appropriations to contribute towards the cost of the Royal Commission of Inquiry into the Terrorist Attack on Christchurch Mosques on 15 March 2019 (decrease of \$311,000)
- a decrease in the revenue and expenditure baseline associated with Community of Readers, Tiakiwai Auditorium and digitalisation partners, partially offset by an increase in revenue and expenditure for the 'Communities of Readers' initiative (decrease of \$115,000)
- a decrease in capital charge as a result of the revaluation of antiques and artworks (decrease of \$19,000), and
- a transfer of funding to Vote Prime Minister and Cabinet to meet the costs associated with resources provided to the COVID-19 All-of-Government Response Group (decrease of \$17,000).

This category is intended to achieve the collection, preservation, accessibility and integrity of New Zealand's government and heritage information by Archives New Zealand and National Library of New Zealand.

Performance information		Standard	2019/20 ⁷⁰	2020/21
<i>Archives New Zealand – managing Public Archives</i>				
3.43	Availability of online services 24 hours a day, 7 days a week	At least 95%	98%	98%
3.44	The percentage of Archives New Zealand storage units providing storage conditions to required standards	At least 80%	93%	86%
<i>Demand information – Estimates</i>				
3.45	Archives held in storage: Physical archives – linear metres	108,000 – 114,000	111,127	111,749
<i>Archives New Zealand – Provision of Access to Public Archives</i>				
3.46	Digital Archives available online	100,000 – 150,000	274,082	447,418
3.47	Number of items produced in public reading rooms	30,000 – 40,000	29,376 ⁷¹	30,336
3.48	Digital items accessed for use – Rosetta	At least 135,000	295,339	597,914
3.49	Digital items accessed for use – Social Media	At least 2 million	2,954,847	3,062,048
<i>National Library – Access to Information</i>				
3.50	Requests (non-school) for the off-site supply of documents – completed within two days of receipt	At least 90%	98%	100%
3.51	Public Lending Right payments to all authors eligible for payment made within the timeframe stipulated by regulation	At least 99%	100%	100%
3.52	Digitised items newly available for access online	At least 450,000	455,287	592,587
3.53	Availability of Te Puna catalogue and interloan services to subscribers during advertised hours	At least 95%	99%	99%
<i>National Library – Collection and Preserving information</i>				
3.54	Of the acquisitions to the Alexander Turnbull Library (new heritage collections): Accession records for unpublished collections – completed within 10 days of receipt	At least 80%	84%	78% ⁷²
3.55	Of the acquisitions to the Alexander Turnbull Library (new heritage collections): Descriptive records for unpublished collections – added within 20 days of accession	At least 80%	90%	87%
3.56	'At risk' items digitised or digital formats transformed: Audio-visual items	At least 1,500	1224 ⁷³	836 ⁷⁴
3.57	'At risk' items digitised or digital formats transformed: Images	At least 500	668	507
3.58	Published acquisitions to the Alexander Turnbull Library (new heritage collections)	65,000 – 75,000	96,533	86,450
<i>National Library – Library and Information Services to Schools</i>				
3.59	Number of visits to schools online services	240,000 – 300,000	323,510	255,468
3.60	Number of schools supported	650-700	1,060	818
3.61	Items supplied on request from the schools collection	300,000 – 450,000	326,203	359,672
<i>New Zealand libraries Partnership Programme</i>				
3.62	Number of Librarians in public libraries supported by the New Zealand Libraries Partnership Programme	At least 170	New measure	174
<i>Public Sector Recordkeeping</i>				
3.63	Number of Public Offices, Local Authorities and other organisations provided with targeted records and archives management advice	100 – 150	321	218

⁷⁰ The 2019/20 performance results were reported in the Civic Information Services MCA (Managing and Accessing Knowledge Information category) and the Regulatory Services MCA (Regulatory Services category).

⁷¹ Due to COVID-19 restrictions the public reading rooms were closed under alert levels 3 and 4 (late March until early June 2020) 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.

⁷² Almost half of the curatorial staff were new recruitments during 2020/21. Due to periods of vacancy and training there was therefore a decrease in accession numbers.

⁷³ 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.

⁷⁴ Access-driven preservation has affected this figure as that draws both staff and tools from the at-risk digitisation process to focus on delivering services to the public. Staff shortages have also affected the number. Staff have been fulfilling subject matter expert work on Tāhuhu and Utaina! The latter will significantly increase the expected numbers of at-risk Audio-visual material transferred.

Policy and Related Services (M41)

The single overarching purpose of this appropriation is to provide policy advice and services to Ministers in order to support them to discharge their portfolio responsibilities.

The appropriation is intended to achieve well-informed decision making by Ministers through the provision of support, and high-quality advice and government policy matters.

Performance information		Standard	2019/20 ⁷⁵	2020/21
3.64	Policy advice and policy briefings delivered to agreed quality criteria and standards – demonstrated through independent assessment: Average Score	3 out of 5	3.9	3.8
3.65	Policy advice and policy briefings delivered to agreed quality criteria and standards – demonstrated through independent assessment: 3 or higher	80%	94%	100%
3.66	Portfolio Ministers' satisfaction with the overall quality of policy advice	No standard	4.3	3.7

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 Budget	Unaudited Supp EST	Actual
2020	Revenue and output expenses	2021	2021	2021
\$000		\$000	\$000	\$000
-	Revenue Crown	380	511	511
-	Revenue other	-	-	-
-	Total revenue	380	511	511
-	Expenses	380	511	422
-	Net surplus/(deficit)	-	-	89

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$131,000 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	2019/20 ⁷⁶	2020/21
3.67	Advice on accountability and performance documents delivered within statutory or agreed timeframes (based on delivery of documents to the Minister by the Crown entity)	100%	100%	100%
3.68	Appointment processes for board vacancies managed consistent with the approach agreed with the Minister (including amendments agreed with the Minister)	All	100%	100%

⁷⁵ The 2019/20 performance results were reported in the Policy Advice MCA.

⁷⁶ The 2019/20 performance results were reported in the Ministerial Support Services MCA (Crown Entity Monitoring category).

Category: Policy and Related Services – Community and Voluntary Sector

This category is limited to the provision of policy advice and services to support Ministers to discharge their portfolio responsibilities relating to the community and voluntary sector.

Actual 2020 \$000	Revenue and output expenses	Unaudited Budget 2021 \$000	Unaudited Supp EST 2021 \$000	Actual 2021 \$000
-	Revenue Crown	1,175	2,143	2,143
-	Revenue other	-	-	-
-	Total revenue	1,175	2,143	2,143
-	Expenses	1,175	2,143	1,806
-	Net surplus/(deficit)	-	-	337

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$968,000 was due to:

- a realignment of expenditure within the Policy and Related Services Multi-Category Appropriation to reflect the allocation of resources for the Gambling and Community Funding programme (a multi-faceted programme of work to respond to the impacts of COVID-19 on the organisations that rely upon gambling proceeds) (increase of \$850,000)
- funding to meet the costs associated with the Gambling and Community Funding programme (increase of \$300,000), and
- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (increase of \$142,000).

These increases were partially offset by:

- an expense transfer from 2020/21 to 2021/22 for the Gambling and Community Funding programme (decrease of \$320,000), and
- a transfer of funding between departmental appropriations to contribute towards the costs of the Royal Commission of Inquiry into the Terrorist Attack on Christchurch Mosques on 15 March 2019 (decrease of \$4,000).

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

Performance information	Standard	2019/20 ⁷⁷	2020/21
3.69 Required timeframes are met: Parliamentary Questions (written) - within 3 days of notification or as agreed with the Minister	At least 95%	81% ⁷⁸	100%
3.70 Required timeframes are met: Ministerial correspondence (draft responses) - within 15 days of receipt or as specifically agreed	At least 95%	98%	100%
3.71 Required timeframes are met: Ministerial Official Information Act requests - at least 5 days prior to statutory timeframes	At least 95%	100%	100%
3.72 Minister's satisfaction with the quality of policy advice ⁷⁹	No standard	4.7	2.3

⁷⁷ The 2019/20 performance results were reported in the Ministerial Support Services MCA (Community and Voluntary Sector category) and the Policy Advice MCA (Community and Voluntary Sector category).

⁷⁸ 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.

⁷⁹ 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 and Related Services - Ethnic Communities⁸⁰

This category is limited to the provision of policy advice and services to support Ministers to discharge their portfolio responsibilities relating to ethnic communities.

Actual		Unaudited	Unaudited	Actual
2020	Revenue and output expenses	Budget	Supp EST	2021
\$000		2021	2021	2021
		\$000	\$000	\$000
-	Revenue Crown	1,236	2,329	2,329
-	Revenue other	-	-	-
-	Total revenue	1,236	2,329	2,329
-	Expenses	1,236	2,329	2,248
-	Net surplus/(deficit)	-	-	81

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$1.093 million was due to:

- a transfer of funding between departmental appropriations to reflect the provision of services within the Diversity, Inclusion and Ethnic communities portfolio (increase of \$574,000)
- funding to support the upgrading of the Office of Ethnic Communities to the Ministry for Ethnic Communities (increase of \$502,000), and
- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (increase of \$20,000).

These increases were partially offset by:

- a transfer of funding between departmental appropriations to contribute towards the costs of the Royal Commission of Inquiry into the Terrorist Attack on Christchurch Mosques on 15 March 2019 (decrease of \$3,000).

This category is intended to achieve support and high-quality advice for the Minister for Ethnic Communities⁸¹.

Performance information	Standard	2019/20 ⁸²	2020/21
3.73 Required timeframes are met: Parliamentary Questions (written) - within 3 days of notification or as agreed with the Minister	At least 95%	99%	98%
3.74 Required timeframes are met: Ministerial correspondence (draft responses) - within 15 days of receipt or as specifically agreed	At least 95%	100%	94% ⁸³
3.75 Required timeframes are met: Ministerial Official Information Act requests - at least 5 days prior to statutory timeframes	At least 95%	100%	67% ⁸⁴
3.76 Minister's satisfaction with the quality of policy advice ⁸⁵	No standard	3.4	2.7

⁸⁰ This portfolio had a name change as at 10 December 2020. The new portfolio name is Diversity, Inclusion, and Ethnic Communities.

⁸¹ This portfolio had a name change as at 10 December 2020. The new portfolio name is Diversity, Inclusion, and Ethnic Communities.

⁸² The 2019/20 performance results were reported in the Ministerial Support Services MCA (Ethnic Communities category) and the Policy Advice MCA (Ethnic Communities category).

⁸³ 83 out of 88 requests were completed within the expected timeframe, this volume is above what was expected for the year (10-20). An upsurge in requests was experienced in May 2021 contributing to the overall measure not being met. The upsurge aligned with the series of engagements held with communities on the establishment of the Ministry for Ethnic Communities in May 2021.

⁸⁴ Six of the nine requests were completed within the expected timeframe. Three requests were commissioned in less than five days prior to statutory timeframes resulting in three late responses. Following this, efforts were made to ensure timely commissioning of requests.

⁸⁵ Refer to footnote 70.

Category: Policy and Related Services - Government Digital Services⁸⁶

This category is limited to the provision of policy advice and services to support Ministers to discharge their portfolio responsibilities relating to government digital services.

Actual		Unaudited	Unaudited	Actual
2020	Revenue and output expenses	Budget	Supp EST	2021
\$000		2021	2021	2021
		\$000	\$000	\$000
-	Revenue Crown	1,400	2,434	2,434
-	Revenue other	-	-	-
-	Total revenue	1,400	2,434	2,434
-	Expenses	1,400	2,434	2,310
-	Net surplus/(deficit)	-	-	124

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$1.034 million was due to:

- a transfer of funding from the Government Digital Services Multi-Category Appropriation to reflect the policy workstream associated with the Digital Identity Trust Framework programme (increase of \$565,000)
- a transfer of funding from the Government Digital Services Multi-Category Appropriation to reflect the costs associated with the provision of policy advice and services to support the Minister for the Digital Economy and Communications (increase of \$345,000), and
- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (increase of \$133,000).

These increases were partially offset by:

- A reduction in the capital charge rate (decrease of \$6,000), and
- a transfer of funding between departmental appropriations to contribute towards the costs of the Royal Commission of Inquiry into the Terrorist Attack on Christchurch Mosques on 15 March 2019 (decrease of \$3,000).

This category is intended to achieve support and high-quality advice for the Minister for Government Digital Services.⁸⁷

Performance information	Standard	2019/20 ⁸⁸	2020/21
3.77 Required timeframes are met: Parliamentary Questions (written) - within three days of notification or as agreed with the Minister	At least 95%	98%	97%
3.78 Required timeframes are met: Ministerial correspondence (draft responses) - within 15 days of receipt or as specifically agreed	At least 95%	86% ⁸⁹	100%
3.79 Required timeframes are met: Ministerial Official Information and Privacy Act requests within agreed timeframes	At least 95%	100%	100%
3.80 Minister's satisfaction with the quality of policy advice ⁹⁰	No standard	4.2 ⁹¹	Not Available ⁹²

⁸⁶ This portfolio had a name change as at 10 December 2020. The new portfolio name is Digital Economy and Communications.

⁸⁷ This portfolio had a name change as at 10 December 2020. The new portfolio name is Digital Economy and Communications.

⁸⁸ The 2019/20 performance results were reported in the Ministerial Support Services MCA (Government Digital Services category) and the Policy Advice MCA (Government Digital Services category).

⁸⁹ As part of Internal Affairs 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.

⁹⁰ Refer to footnote 70.

⁹¹ 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.

⁹² No response was received from the Minister for Digital Economy and Communications as at 31 August 2021.

Category: Policy and Related Services – Internal Affairs

This category is limited to the provision of policy advice and services to support Ministers to discharge their portfolio responsibilities relating to Internal Affairs.

Actual		Unaudited	Unaudited	Actual
2020	Revenue and output expenses	Budget	Supp EST	2021
\$000		2021	2021	2021
		\$000	\$000	\$000
-	Revenue Crown	7,536	8,093	8,093
-	Revenue other	36	36	-
-	Total revenue	7,572	8,129	8,093
-	Expenses	7,572	8,129	7,637
-	Net surplus/(deficit)	-	-	456

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$557,000 was due to:

- funding to meet the costs associated with the Gambling and Community Funding programme (increase of \$900,000), and
- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (increase of \$203,000).

These increases were partially offset by:

- an expense transfer from 2020/21 to 2021/22 for the Gambling and Community Funding programme (decrease of \$200,000)
- a transfer of funding to the non-departmental Miscellaneous Grants – Internal Affairs appropriation to support the ‘Choice Not Chance’ campaign delivered by the Health Protection Agency as part of the Gambling and Community Funding programme (decrease of \$150,000)
- a transfer of funding to Vote Prime Minister and Cabinet to meet the costs associated with resources provided to the COVID-19 All-of-Government Response Group (decrease of \$110,000)
- a realignment of expenditure within the Policy and Related Services Multi-Category Appropriation to reflect the allocation of resources for the Gambling and Community Funding programme (a multi-faceted programme of work to respond to the impacts of COVID-19 on the organisations that rely upon gambling proceeds) (increase of \$35,000)
- a reduction in the capital charge rate (decrease of \$31,000), and
- a transfer of funding between departmental appropriations to contribute towards the costs of the Royal Commission of Inquiry into the Terrorist Attack on Christchurch Mosques on 15 March 2019 (decrease of \$20,000).

This category is intended to achieve support and high-quality advice for the Minister of Internal Affairs.

Performance information	Standard	2019/20 ⁹³	2020/21
3.81 Required timeframes are met: Parliamentary Questions (written) - within 3 days of notification or as agreed with the Minister	At least 95%	94% ⁹⁴	100%
3.82 Required timeframes are met: Ministerial correspondence (draft responses) - within 15 days of receipt or as specifically agreed	At least 95%	98%	100%
3.83 Required timeframes are met: Ministerial Official Information Act requests - at least 5 days prior to statutory timeframes	At least 95%	100%	100%
3.84 Minister's satisfaction with the quality of policy advice ⁹⁵	No standard	4.7	4.6

⁹³ The 2019/20 performance results were reported in the Ministerial Support Services MCA (Internal Affairs category) and the Policy Advice MCA (Internal Affairs category).

⁹⁴ The transition to working from home during the COVID-19 restrictions and associated technical difficulties caused a delay in sending out seven 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.

⁹⁵ Refer to footnote 70.

Category: Policy and Related Services – Ministerial Services

This category is limited to the provision of policy advice and services to support Ministers to discharge their portfolio responsibilities relating to Ministerial Services.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2020	Revenue and output expenses	2021	2021	2021
\$000		\$000	\$000	\$000
-	Revenue Crown	506	426	426
-	Revenue other	-	-	-
-	Total revenue	506	426	426
-	Expenses	506	426	439
-	Net surplus/(deficit)	-	-	(13)

The decrease in the expense budget between the Main Estimates and the Supplementary Estimates of \$80,000 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 \$79,000), and
- a transfer of funding between departmental appropriations to contribute towards the costs of the Royal Commission of Inquiry into the Terrorist Attack on Christchurch Mosques on 15 March 2019 (decrease of \$1,000).

This category is intended to achieve support and high-quality advice for the Minister Responsible for Ministerial Services.

Performance information	Standard	2019/20 ⁹⁶	2020/21
3.85 Required timeframes are met: Parliamentary Questions (written) - within three days of notification or as agreed with the Minister	At least 95%	100%	100%
3.86 Required timeframes are met: Ministerial correspondence (draft responses) - within 15 days of receipt or as specifically agreed	At least 95%	100%	No correspondence received
3.87 Required timeframes are met: Official Information and Privacy Act requests, and Ombudsmen inquiries - within agreed timeframes	At least 95%	97%	100%

Category: Policy and Related Services – Racing

This category is limited to the provision of policy advice and services to support Ministers to discharge their portfolio responsibilities relating to racing.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2020	Revenue and output expenses	2021	2021	2021
\$000		\$000	\$000	\$000
-	Revenue Crown	735	3,230	3,230
-	Revenue other	-	-	-
-	Total revenue	735	3,230	3,230
-	Expenses	735	3,230	2,187
-	Net surplus/(deficit)	-	-	1,043

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$2.495 million was due to:

- 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 \$2.300 million), and
- funding to meet the costs associated with the Gambling and Community Funding programme (increase of \$1.100 million).

These increases were partially offset by:

- a realignment of expenditure within the Policy and Related Services Multi-Category Appropriation to reflect the allocation of resources for the Gambling and Community Funding programme (decrease of \$815,000)
- an expense transfer from 2020/21 to 2021/22 for the Gambling and Community Funding programme (decrease of \$80,000), and

⁹⁶ The 2019/20 performance results were reported in the Ministerial Support Services MCA (Ministerial Services category).

- a transfer of funding between departmental appropriations to contribute towards the costs of the Royal Commission of Inquiry into the Terrorist Attack on Christchurch Mosques on 15 March 2019 (decrease of \$10,000).

This category is intended to achieve support and high-quality advice for the Minister for Racing.

Performance information	Standard	2019/20 ⁹⁷	2020/21
3.88 Required timeframes are met: Parliamentary Questions (written and oral) - within three days of notification or as agreed with the Minister	At least 95%	86% ⁹⁸	100%
3.89 Required timeframes are met: Ministerial correspondence (draft responses) - within 15 days of receipt or as specifically agreed	At least 95%	98%	100%
3.90 Required timeframes are met: Ministerial Official Information Act requests - at least five days prior to statutory timeframes	At least 95%	100%	100%
3.91 Minister's satisfaction with the quality of policy advice ⁹⁹	No standard	4.3 ¹⁰⁰	4.3

⁹⁷ The 2019/20 performance results were reported in the Ministerial Support Services MCA (Racing category) and the Policy Advice MCA (Racing category).

⁹⁸ 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.

⁹⁹ Refer to footnote 70.

¹⁰⁰ 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 (excluding Archives New Zealand).

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

Performance information	Standard	2019/20	2020/21
3.92 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
2020	Revenue and output expenses	2021	2021	2021
\$000		\$000	\$000	\$000
5,958	Revenue Crown	5,946	5,872	5,872
830	Revenue other	852	852	889
6,788	Total revenue	6,798	6,724	6,761
6,678	Expenses	6,798	6,724	6,446
110	Net surplus/(deficit)	-	-	315

The decrease in the expense budget between the Main Estimates and the Supplementary Estimates of \$74,000 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 \$45,000), and
- a reduction in the capital charge rate (decrease of \$29,000).

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	2019/20	2020/21
3.93 Customer satisfaction with Charities Services service received assessed as '4' or '5'	At least 75%	89%	91%
3.94 Charities Services regulatory decisions are independently assessed to measure quality and timeliness	At least 75%	100%	100%
3.95 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 (excluding public sector recordkeeping) that are assigned to the Department of Internal Affairs.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2020	Revenue and output expenses	2021	2021	2021
\$000		\$000	\$000	\$000
27,263	Revenue Crown	24,765	26,973	26,973
21,810	Revenue other	26,437	25,937	25,271
49,073	Total revenue	51,202	52,910	52,244
46,438	Expenses	48,567	48,005	44,392
2,635	Net surplus/(deficit)	2,635	4,905	7,852

The decrease in the expense budget between the Main Estimates and the Supplementary Estimates of \$562,000 was due to:

- a decrease in expenditure associated with Gambling due to the deferral of the Electronic Monitoring System project to 2022/23 (decrease of \$1.700 million)
- a decrease in expenditure associated with Gaming due to changes as a result of the annual update of cost allocation of shared services costs within Vote Internal Affairs (decrease of \$1 million)
- a transfer of funding to the Support for Statutory and Other Bodies Multi-Category Appropriation to provide funding for the Inquiries Directorate (decrease of \$444,000).
- a reduction in the capital charge rate (decrease of \$141,000), and
- a transfer of funding between departmental appropriations to contribute towards the costs of the Royal Commission of Inquiry into the Terrorist Attack on Christchurch Mosques on 15 March 2019 (decrease of 77,000).

These decreases were partially offset by:

- funding for Phase 2 of the public awareness campaign to create a safe online and digital environment for children and young people (increase of \$1.500 million), and
- an expense transfer from 2019/20 to 2020/21 to establish a specialist team, related protocols and associated legislative changes to support the Christchurch Call and counter violent extremist content online (increase of \$1.300 million).

This category is intended to achieve effective regulatory activity.

Performance information		Standard	2019/20	2020/21
<i>Gambling</i>				
3.96	Club and non-club venue assessments conducted	At least 30	91	122
	Number of provisional audit reports completed:			
3.97	Non-club gaming machine societies	10-30	13	11
3.98	Casinos	5-25	6	5
3.99	Proportion of provisional audit reports to non-club gaming machine societies and casinos completed within six months	At least 75%	89%	100%
<i>Demand information</i>				
	Applications for gambling licences processed:			
3.100	Club and non-club licence renewals	250-325	178	175 ¹⁰¹
3.101	Other Class 3 and 4 licence applications and Certificates of Approval	4,500-6,000	3,555	4,092 ¹⁰²
<i>Digital Safety – Censorship</i>				
3.102	Number of images uploaded, as a result of investigation, to the Interpol Child Sexual Exploitation Database	2,000-6,000	1,546 ¹⁰³	3,568
3.103	Number of child exploitation websites being filtered by the specialist software developed and maintained by DIA	300 – 1,200	606	453
<i>Demand information</i>				
3.104	Number of justified appeals compared to the total number of appeals received from websites being filtered	Less than 10%	0%	0%
<i>Digital Safety – Unsolicited Electronic Messages</i>				
	Number of email and text notifications received:			
3.105	Email and text spam notifications	40,000 - 55,000	55,698	51,622
3.106	Email and text spam complaints	500-800	537	394 ¹⁰⁴
3.107	Percentage of nuisance spam complaints received which are triaged within 14 days	At least 80%	84%	89%
3.108	The number of civil liability proceedings undertaken relating to nuisance spam - covering warning letters, infringement notices and statements of claim	At least 10	11	17
3.109	Number of education related activities provided relating to nuisance spam	50 – 250	86	131
<i>Anti-Money Laundering and Countering Financing of Terrorism</i>				
3.110	Number of desk-based reviews of reporting entities' Anti-Money Laundering and Countering Financing of Terrorism risk assessments and compliance programmes completed	150-350	198	219
3.111	Number of onsite visits auditing reporting entities' compliance with Anti-Money Laundering and Countering Financing of Terrorism obligations completed	70-180	70	79

¹⁰¹ The number of renewals is demand driven and declining mainly due to a decline in the number of clubs and venues. For the 2021/22 financial year the standard has been reduced to 120-220.

¹⁰² The number of applications and Certificates of Approvals is demand driven and declining mainly due to a decline in the number of clubs and venues. There were also fewer Casino employees due to the COVID-19 impacts, reducing the Certificates of Approvals.

¹⁰³ 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.

¹⁰⁴ This is a demand driven measure reflecting the number of complaints submitted by the public.

Performance information		Standard	2019/20	2020/21
3.112	Number of education-focused proactive engagements with reporting entities regarding Anti-Money Laundering and Countering Financing of Terrorism obligations <i>Private Security Personnel and Private Investigators</i>	200-800	455	369
3.113	Ministry of Justice satisfaction with services provided by the Complaints, Investigation and Prosecution Unit ¹⁰⁵ Demand Information	3	2 - Satisfied	2 - Satisfied
3.114	Number of investigation requests received from Private Security Personnel Licensing Authority	15-45	40	43

¹⁰⁵ 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 administration, travel, accommodation and support services for Government and the Executive to support effective democratic arrangements within New Zealand.

Performance information	Standard	2019/20	2020/21
3.115 Minister Responsible for Ministerial Services' satisfaction with the quality of support provided by the Department to the Executive	Satisfied	Good	Very 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 2021 \$000	Unaudited Supp EST 2021 \$000	Actual 2021 \$000
2020 \$000	Revenue and output expenses			
7,515	Revenue Crown	5,662	5,400	5,400
2	Revenue other	-	-	-
7,517	Total revenue	5,662	5,400	5,400
5,931	Expenses	5,662	5,400	4,489
1,586	Net surplus/(deficit)	-	-	911

The decrease in the expense budget between the Main Estimates and the Supplementary Estimates of \$262000 was due to:

- a transfer of funding to the Support Services to Members of the Executive category to reflect the temporary redeployment of some Visits and Ceremonial Office staff to assist in Ministers' offices and to provide additional support to the team managing the transition of incoming and outgoing Ministers and staff following the 2020 General Election (decrease of \$251,000), and
- a reduction in the capital charge rate (decrease of \$11,000).

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

Performance information	Standard	2019/20	2020/21
3.116 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%	100%	100%
<i>Demand Information</i>			
3.117 Number of Guests of Government visits	35-50	21 ¹⁰⁶	3 ¹⁰⁷
3.118 Number of Partial Guests of Government visits	15-25	13	2 ¹⁰⁸
3.119 Number of Commemorative and special events	10-15	8 ¹⁰⁹	20
3.120 Facilitations through Auckland and Wellington International Airports	500-600	288 ¹¹⁰	4 ¹¹¹

¹⁰⁶ Due to COVID-19 border restrictions no official visits took place from March 2020.

¹⁰⁷ As COVID-19 border restrictions are still in place, the number of visits for the year has not been achieved. In lieu of physical visits 10 virtual bilateral meetings were organised for Ministers and guests who would have otherwise physically visited New Zealand and be considered as Guests of Government.

¹⁰⁸ As COVID-19 border restrictions are still in place the number of official visits has been impacted.

¹⁰⁹ Due to COVID-19 restrictions on mass gatherings no physical events occurred after 19 March 2020.

¹¹⁰ Due to COVID-19 border restrictions no official visits took place from 19 March 2020.

¹¹¹ As COVID-19 border restrictions are still in place the number of airport facilitations has been impacted. In addition to these four facilitations, two were carried out in Queenstown.

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 2020 \$000	Revenue and output expenses	Unaudited Budget 2021 \$000	Unaudited Supp EST 2021 \$000	Actual 2021 \$000
30,191	Revenue Crown	31,925	32,887	32,887
5	Revenue other	-	-	-
30,196	Total revenue	31,925	32,887	32,887
29,637	Expenses	31,925	32,887	30,897
559	Net surplus/(deficit)	-	-	1,990

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$962,000 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 \$419,000)
- an expense transfer from 2019/20 to 2020/21 for the Ministers' Information Management Programme (increase of \$400,000)
- a transfer of funding from the Coordination of official Visits and Events category to reflect the temporary redeployment of some Visits and Ceremonial Office staff to assist in Ministers' offices and to provide additional support to the team managing the transition of incoming and outgoing Ministers and staff following the 2020 General Election (increase of \$251,000), and
- a transfer of funding between categories within the Services Supporting the Executive Multi-Category Appropriation to reflect the correct allocation of funding received as part of Budget 2020 associated with Crown-owned properties (increase of \$100,000).

These increases were partially offset by:

- a reduction in the capital charge rate (decrease of \$112,000)
- a transfer of funding between departmental appropriations to contribute towards the costs of the Royal Commission of Inquiry into the Terrorist Attack on Christchurch Mosques on 15 March 2019 (decrease of \$90,000), and
- a decrease in capital charge as a result of the revaluation of antiques and artworks (decrease of \$6,000).

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

Performance information	Standard	2019/20	2020/21
3.121 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 <i>Demand Information</i>	Satisfied	Good	Very Good
3.122 Average number of Ministerial office personnel provided	150-170	165	151

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 2020 \$000	Revenue and output expenses	Unaudited Budget 2021 \$000	Unaudited Supp EST 2021 \$000	Actual 2021 \$000
-	Revenue Crown	-	-	-
8,780	Revenue other	9,000	9,000	8,784
8,780	Total revenue	9,000	9,000	8,784
9,015	Expenses	9,000	9,000	8,750
(235)	Net surplus/(deficit)	-	-	34

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

Performance information	Standard	2019/20	2020/21
3.123 Chauffeur-driven services provided leading to no sustained complaints <i>Demand information</i>	At least 99.5%	99.9%	99.98%
3.124 Total vehicle fleet	75-85	85	78

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	2019/20	2020/21
3.125 Statutory body members' satisfaction with the quality of the support provided by the Department assessed as good or better	Good	Good – Very Good (4.7)	Good – Very Good (4.9)

Category: Commissions of Inquiry and Similar Bodies

This category is limited to supporting commissions of inquiry and similar bodies.

Actual		Unaudited Budget	Unaudited Supp EST	Actual
2020	Revenue and output expenses	2021	2021	2021
\$000		\$000	\$000	\$000
13,521	Revenue Crown	100	3,859	3,859
-	Revenue other	-	-	-
13,521	Total revenue	100	3,859	3,859
12,432	Expenses	100	3,859	3,823
1,089	Net surplus/(deficit)	-	-	36

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of 3.759 million was due to:

- funding to meet the costs associated with the Royal Commission of Inquiry into the Terrorist Attack on Christchurch Mosques on 15 March 2019 (increase of \$2.437 million)
- a transfer of funding from the Civic Information Services Multi-Category Appropriation and Regulatory Services Multi-Category Appropriation to provide funding for the Inquiries Directorate (increase of \$714,000)
- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (increase of \$308,000), and
- an expense transfer from 2019/20 to 2020/21 to enable the completion of the Government Inquiry into Operation Burnham and Related Matters in 2020/21 (increase of \$300,000).

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

Performance information	Standard	2019/20	2020/21
Inquiry's satisfaction with the timeliness and quality of services received assessed as '4' or '5'			
3.126 Government Inquiry into Operation Burnham and Related Matters	Achieved	Achieved (4)	Achieved (4) ¹¹²
3.127 Royal Commission of Inquiry into the Terrorist Attack on the Christchurch Mosques on 15 March 2019	Achieved	Achieved (5)	Achieved (5) ¹¹³

¹¹² Based on the 2019/20 survey.

¹¹³ Based on the 2019/20 survey.

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 2020 \$000	Revenue and output expenses	Unaudited Budget 2021 \$000	Unaudited Supp EST 2021 \$000	Actual 2021 \$000
142	Revenue Crown	142	171	171
-	Revenue other	-	-	-
142	Total revenue	142	171	171
157	Expenses	142	171	171
(15)	Net surplus/(deficit)	-	-	-

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$29,000 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	2019/20	2020/21
3.128 Statutory body member satisfaction with the quality of secretariat services provided assessed as '4' or '5'	At least 75%	100%	97%

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 2020 \$000	Revenue and output expenses	Unaudited Budget 2021 \$000	Unaudited Supp EST 2021 \$000	Actual 2021 \$000
49	Revenue Crown	49	52	52
-	Revenue other	7	7	-
49	Total revenue	56	59	52
58	Expenses	56	59	60
(9)	Net surplus/(deficit)	-	-	(8)

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$3,000 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	2019/20	2020/21
3.129 Statutory body member satisfaction with the quality of secretariat services provided assessed as '4' or '5'	At least 75%	100%	100%

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
2020	Revenue and output expenses	2021	2021	2021
\$000		\$000	\$000	\$000
-	Revenue Crown	-	-	-
970	Revenue other	1,158	1,158	605
970	Total revenue	1,158	1,158	605
1,004	Expenses	1,158	1,158	605
(34)	Net surplus/(deficit)	-	-	-

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

Performance information	Standard	2019/20	2020/21
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
2020	Revenue and output expenses	2021	2021	2021
\$000		\$000	\$000	\$000
1,563	Revenue Crown	1,394	1,413	1,413
-	Revenue other	-	-	-
1,563	Total revenue	1,394	1,413	1,413
1,106	Expenses	1,394	1,413	1,094
457	Net surplus/(deficit)	-	-	319

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$19,000 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 Local Government Commission.

Performance information	Standard	2019/20	2020/21
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
2020	Revenue and output expenses	2021	2021	2021
\$000		\$000	\$000	\$000
362	Revenue Crown	362	362	362
-	Revenue other	-	-	-
362	Total revenue	362	362	362
352	Expenses	362	362	326
10	Net surplus/(deficit)	-	-	36

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

Performance information	Standard	2019/20	2020/21
3.132 Grant decisions are managed within business timeframe standards	At least 95%	95%	78% ¹¹⁴
3.133 Grant decisions are transparent and consistent with regard to eligibility requirements	At least 97%	100%	98%

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
2020	Revenue and output expenses	2021	2021	2021
\$000		\$000	\$000	\$000
616	Revenue Crown	616	614	614
11,034	Revenue other	10,513	11,560	10,901
11,650	Total revenue	11,129	12,174	11,515
11,317	Expenses	11,129	12,174	11,014
333	Net surplus/(deficit)	-	-	501

The increase in the expense budget between the Main Estimates and the Supplementary Estimates of \$1.045 million was due to:

- an increase in expenditure associated with an increase in the provision of services for the Lottery Grants Board (increase of \$537,000)
- funding from the Lottery Grants Board to support the development, implementation and evaluation of the Lottery COVID-19 Community Wellbeing fund (increase of \$510,000), and
- a transfer of funding between departmental appropriations based on the provision of services across the portfolios within Vote Internal Affairs (increase of \$40,000).

These increases were partially offset by:

- a reduction in the capital charge rate (decrease of \$42,000).

¹¹⁴ Due to COVID-19 lockdowns in 2020, one Trust was unable to hold its decision-making meeting within the requirement timeframe. Due to the high number of requests to that meeting this measure was not achieved.

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

Performance information	Standard	2019/20	2020/21
3.134 Customers are satisfied with the ease with which they are able to apply for grants and advisory services	At least 70%	77%	73%
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%	99%	99%
3.137 Grant decision making committees are satisfied with the operational support received	At least 90%	100%	97%