

Briefing for Incoming Minister

Welcome to the Department of Internal Affairs

November 2008

THE DEPARTMENT OF INTERNAL AFFAIRS

Te Tari Taiwhenua

Introduction

1. This briefing introduces you to the Department of Internal Affairs and provides essential background information on the responsibilities, strategy, structure, activities and governance arrangements of the Department.
2. Separate, more detailed, briefing papers have been prepared for each of the Votes administered by the Department.
3. The Department traces its history back to the structures put in place immediately after the signing of the Treaty of Waitangi. It is the oldest government department and has a broader range of functions than other, more recent, departments and ministries. The Department administers over 80 pieces of legislation. A detailed list of the legislation is provided in **Appendix I**.
4. Our purpose is to **“serve and connect citizens, communities and government to build a strong, safe nation”** – this is more than a statement that appears in a corporate document. It reflects why people come to work in the Department every day.
5. The focus we bring to working as “one organisation” galvanises us to draw on the diverse expertise, experience and relationships we have, throughout the Department and across New Zealand. We are constantly looking to exploit the links that exist between the diverse range of functions and activities we undertake, on behalf of citizens, communities and government.
6. We have a proud history of serving the government by taking responsibility for new functions from time to time and either integrating them into the Department’s work or developing and supporting them to move to other agencies where a greater benefit might be achieved – recent examples include being given responsibility for Government Technology Services (in progress); taking responsibility for anti-spam enforcement activity (as of September 2007); and becoming the Casino and “default” money laundering supervisor under the new anti-money laundering regime (in progress).
7. We have a strong focus on collaborative leadership in our areas of strength – managing the central government/local government interface; building effective local government; providing leadership across government in ethnic affairs; ensuring New Zealand’s approach to identity is trusted and well-led; civil

defence and emergency management; promoting New Zealand citizenship; ensuring gambling is lawful, fair and benefits the community and providing impartial expert support for independent, ad hoc bodies.

8. The Department has developed a **Vision for 2010** which supports our strategy of working as "one organisation" and states that by 2010 the Department of Internal Affairs will be one organisation as demonstrated by:

- The trust and respect of all stakeholders for our high performance and ability to deliver across our breadth of responsibilities
- Our accessible, responsive services to the public that reflect integration across the Department and co-ordination with our fellow agencies
- Leadership of the strategic thinking and policy development in our areas of expertise
- Our efficient use of resources and ability to respond flexibly to changing demands
- Leveraging the diversity inherent in our Department, so that the whole delivers more than the sum of the parts.

9. The Department's **outcomes and objectives** are:

- Strong, sustainable communities/hapū/iwi
- Safer Communities
- New Zealand's approach to identity is trusted and well led
- Executive Government is well supported.

10. The Department administers **six votes**:

- Vote Community and Voluntary Sector
- Vote Emergency Management
- Vote Internal Affairs¹
- Vote Local Government
- Vote Ministerial Services

¹ Ethnic Affairs is part of Vote Internal Affairs and is a separate portfolio.

- Vote Racing.

11. The Minister of Internal Affairs is also the Responsible Minister for the Department of Internal Affairs.

Responsibilities of the Department of Internal Affairs

12. The Department is responsible to the government for gambling, censorship, local government, racing, ethnic affairs, identity services, civil defence and emergency management, fire, unsolicited electronic messages (spam), executive government support, constitutional functions, and community development. It also administers board appointments and monitors the performance of a number of Crown entities. These are listed in Appendix II.

13. As at 30 June 2008, the Department employed around 1,300 staff in 21 cities and towns throughout New Zealand. Most Department staff work from Wellington. Sites outside Wellington are used primarily for the delivery of services to the community, and range in size from substantial facilities in Auckland and Christchurch to two or three-person offices in places such as Kaitaia and Invercargill. There are also offices in Sydney and London.

Strategic Overview

14. The Department is committed to managing for outcomes, involving a sustained and critical focus on what we do, why, how well and with what results. Our three outcomes are:

- Strong, sustainable communities/hapū/iwi
- Safer Communities (this outcome has three parts: hazards to the community, gambling and objectionable material)
- New Zealand's approach to identity is trusted and well led

The Department also provides services that contribute to ensure that Executive Government is well supported.

15. Our Statement of Intent for 2008-11 describes how the Department is organised, and our priorities for 2008/09 and beyond. The Estimates of Appropriation describe the output classes contributing to the outcomes, objectives and the output performance measures, and set out the Forecast

Financial Statements of the Department. The Department's Output Plan sets out the required products and/or services to be provided to further the purchase interest of Vote Ministers. The following chart summarises the advice and services we provide.

DIA Outcomes and Objectives	DIA Outputs and Activities
Strong, sustainable communities/hapū/iwi	<ul style="list-style-type: none"> • Providing policy advice (community, ethnic affairs, local government) • Facilitating interaction between ethnic and host communities • Administration of local government legislation, community grants, local government grants and rates rebates, and other resources • Information and advice to individuals, community groups, local authorities and central government • Design and delivery of community development programmes • Facilitating central government-local government interaction, and interactions within communities • Evaluating and reporting on the Department's community and local government activities
Safer communities	<ul style="list-style-type: none"> • Providing civil defence and emergency (CDEM), fire, gambling and censorship policy advice • Building and maintaining readiness for national emergencies, including coordination of central government response and recovery support • Licensing, audit, investigation and enforcement activities in relation to gambling • Censorship investigation and enforcement • Enforcement and education activities in relation to unsolicited electronic messages (spam)
New Zealand's approach to identity is trusted and well led	<ul style="list-style-type: none"> • Providing identity policy advice • Stewardship of identity information including developing and managing Evidence of Identity Standards • Provision of authorised access to identity information

	<ul style="list-style-type: none"> • Birth, death, marriage and civil union registration and services • Citizenship services • Passport services • Collaboration with New Zealand and international agencies
<p>Executive Government is well supported</p>	<ul style="list-style-type: none"> • Providing support services, office facilities, and residential accommodation for Ministers • Providing safe, reliable and trusted transport services (VIP Transport) • Planning and delivery of Guest-of-Government visits and ceremonial events • Providing translation services • Providing the Congratulatory Message service • Providing official authentication of New Zealand documents • Supporting Commissions of Inquiry and other ad hoc bodies as required • Publishing the New Zealand Gazette

Providing Leadership in the Public Sector

16. The Department has identified areas where the Government can look to it for leadership as a result of its functions and expertise. These are:

Managing the central government/local government interface

- The Department plays a key coordinating role by bringing together local government and central government through administering the Central-Local Government Forum, Central Government Interagency Group and other national and regional groups of central and local government officials. We support central government's engagement with local government at a regional level on key urban and regional issues, and encourage information-sharing on initiatives such as sustainability. We also work at the interface between local and central government to promote an integrated approach to community outcomes.

Effective local government

- The Department has a leadership role in building effective local government that supports the Department's outcome of achieving strong and sustainable communities/hapu/iwi. This involves establishing a clear view of the future of local government in New Zealand including how the system of local government needs to evolve, what is required to achieve an effective system and the nature and level of investment that is required. A current example is the strengthening of the local and regional governance of the Auckland region.

Supporting ethnic diversity

- The Department takes a leadership role across government in ethnic affairs. The 2006 Census identified that the proportion of the population identifying themselves as belonging to an ethnicity that is not Anglo-Celtic, Māori or Pacific increased from 5.0% in 2001 to 11.6% in 2006. It is anticipated that ethnic people² will comprise 18% of the New Zealand population by 2021, and already one in five Auckland families are of Asian ethnicity. The Office of Ethnic Affairs was established in recognition of this changing demographic and its importance to New Zealand. The Office is continuing to develop "Strength in Ethnic Diversity" as its strategic direction, to help recognise and respond to the issues and opportunities arising from New Zealand's increasing ethnic diversity.

New Zealand's approach to identity is trusted and well-led

- The Department has a leadership role in identity information management and is in the process of developing and articulating a broad view of New Zealand's and the Government's interest in identity matters as they impact on protecting the privacy and safety of citizens, facilitating transactions between individuals, government and business, and ensuring good governance of our society. The Department's leadership role includes leading, or co-leading, identity strategies and initiatives across government. It also provides further identity leadership, advice and contribution to the governance of all-of-government initiatives led by other agencies.

² In government usage, "ethnic" covers all those whose ethnicity is not Anglo-Saxon, Celtic, Māori or Pacific

Civil defence and emergency management

- The Department of Internal Affairs provides leadership in civil defence and emergency management through:
 - the Ministry of Civil Defence and Emergency Management (MCDEM); and
 - the Civil Defence and Emergency Management Policy team in the Regulation and Compliance branch and the communication team in the Business Services Branch.

- The leadership role includes:
 - oversight of the Civil Defence and Emergency Management (CDEM) Act 2002
 - formulation of the National CDEM Strategy
 - strengthening of civil defence and emergency management planning and procedures
 - increasing public awareness and preparedness through the public education programme
 - development of standards and a framework for CDEM training
 - international engagement on CDEM issues
 - management of response and recovery activities at a national level following emergency events.

Promoting New Zealand citizenship

- The Department's role is to ensure that the potential social and national security benefits to be leveraged off the celebration of New Zealand citizenship are realised. We have a three-pronged approach: providing sound information and advice to Ministers, working closely with our colleagues in other agencies, and raising awareness of citizenship among the general public.

Ensuring gambling is lawful, fair and benefits the community

- The Department is taking a leadership role in the gambling area and has shifted its focus from implementing the legislation to thinking more broadly about the role of gambling in New Zealand society. This has included improving the Department's knowledge about key aspects of the sector to support a more strategic approach. With an increased understanding of the gambling environment we will ensure we are well positioned to advise government on big picture and detailed issues relating to the operation and role of gambling in New Zealand.

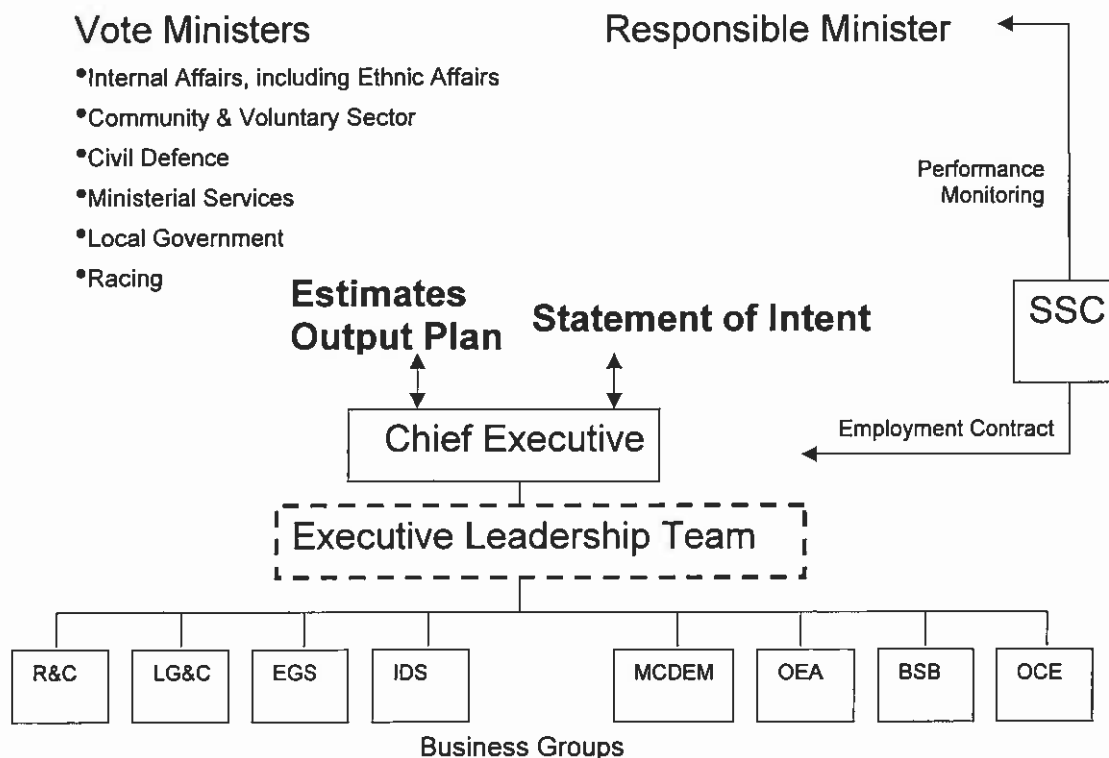
Support for independent and ad hoc bodies

- The Department is mandated to administer the Commissions and Royal Commissions of Inquiry Act 1908. In recent years we have also supported a number of ministerial inquiries and a small number of ad hoc bodies that, although not inquiries, have the common characteristic of needing to be seen as independent of other agencies. Our reputation for, independence and impartiality, means our expertise can be used to provide support for a broader range of activities and this is emerging as a potential leadership area for the Department.

Managing the Department

17. The managers of the Departmental business groups are responsible for managing their respective areas and delivering agreed outputs with Ministers. In addition, they form part of the Executive Leadership Team, whose role is to provide direction and leadership to the Department. The following diagram illustrates the accountability framework between the Vote Ministers, the Responsible Minister for the Department, Estimates Output Plan, Statement of Intent and the State Services Commission's monitoring role. The diagram also shows the high level organisation structure for the Department. There are eight business groups as follows:

Regulation and Compliance Branch	R&C	Ministry of Civil Defence & Emergency Management	MCDEM
Local Government and Community Branch	LG&C	Office of Ethnic Affairs	OEA
Executive Government Support	EGS	Business Services Branch	BSB
Identity Services	IDS	Office of the Chief Executive	OCE



Finance

18. The Department's operations are funded by Third Party and Crown Revenue.

Vote	Crown Revenue \$000	Third Party Revenue \$000	Total Revenue \$000	Expenses \$000
Community & Voluntary Sector	11,742	10,785	22,527	22,545
Emergency Management	11,806	121	11,927	11,930
Internal Affairs	32,943	99,851	132,794	137,795
Local Government	12,304	1,138	13,442	13,482
Ministerial Services	30,532	7,969	38,501	38,504
Racing	364	5	369	370
TOTAL	99,691	119,869	219,560	224,626

19. These numbers are based on the 2008 October Baseline Update.

20. Budgeted expenditure is higher than revenue this year for some third party funded activities. The Department operates memorandum accounts for most third party funded activities, which recognises that there could be surpluses or

deficits in any single year, provided these activities break-even over the longer term. The memorandum accounts are notional accounts only, recording the accumulated surplus or deficit for each activity.

21. The Department has undertaken a high level review of economic factors that may impact on its ability to deliver services. The Department is also in the process of reviewing priorities for 2009-12 and will be seeking to engage with Ministers on priorities for their Vote/portfolio as input to development of the 2009/10 Statement of Intent and Estimates of Appropriation. The Department is developing appropriate strategies for dealing with fiscal risks so that services to Ministers and the public are not compromised.

Managing organisational health and capability

22. Current areas of focus for developing capability in the Department are set out in the Statement of Intent and include:
 - Managing organisational change, by:
 - planning for the transfer of the Government Technology Service
 - reviewing the Local Government and Community Branch to ensure all local government functions and activities are organised to optimise our leadership role in local government.
 - Developing our people, by implementing various initiatives that enable us to recruit, retain and develop the people we need to deliver on our outcomes and strategic objectives and the State Sector Development Goals.
 - Enhancing our information and communications technology capability and moving progressively to a consistent architecture that enables us to get best return from our ICT assets
 - Developing a more integrated strategic planning process for 2009/10 and beyond that encourages improved resource planning over the medium term
 - Implementing a medium-term property strategy that supports our vision of “one organisation” and will provide accommodation options to meet our current and anticipated business needs

- Implementing a Sustainability Action Plan that will enhance the Department's sustainability procurement practices, move the Department towards carbon neutrality and minimise waste.

Governance and Structure

Management structure and staff

23. Brendan Boyle is Chief Executive of the Department, which includes the Statutory roles of Secretary for Internal Affairs and Secretary for Local Government.
24. The Department has eight business groups. There are six operational business groups and branches:
- | | |
|---|---------------------------------|
| Regulation and Compliance | Deputy Secretary: Keith Manch |
| Local Government and Community | Deputy Secretary: Anne Carter |
| Identity Services General Manager | Annette Offenberger |
| Office of Ethnic Affairs | Director: Mervin Singham |
| Executive Government Support | General Manager: Janice Calvert |
| Ministry of Civil Defence and
Emergency Management | Director: John Hamilton |
25. The six operational groups are supported by two corporate groups:
- | | |
|-------------------------------|--------------------------------|
| Business Services | Director: Norah Familton |
| Office of the Chief Executive | Acting Director: Morag Woodley |
26. The Department of Internal Affairs employs 1,342 fulltime equivalents (as at 30 June 2008).
27. A list of staff who have significant contact with Ministers' offices is provided in **Appendix III**.
28. An organisational chart is provided in **Appendix IV**.

Summary of Business Groups and Branches

Regulation and Compliance Branch (Operating Budget: \$24.720 million)

29. Regulation and Compliance Branch comprises:
- Censorship Compliance
 - Gambling Compliance

- Intelligence Unit
- Anti-Spam Unit
- Gambling, Racing, Censorship, Fire, CDEM and Identity Policy
- Strategic Development and Support, Crown Entity Monitoring

30. *Censorship Compliance*

- The role of this unit is to minimise the potential harm to the community from objectionable and restricted material. The unit inspects videos, films, publications and internet sites under the Films, Videos, and Publications Classification Act 1993 and enforces this censorship legislation.
- A major part of the unit's activities is investigating the possession and trade of child sexual abuse images. The unit also works with stakeholders, including schools, on matters relating to Internet safety for young people.

31. *Gambling Compliance*

- The role of this unit is to ensure that:
 - gambling activities operate with integrity and fairness
 - opportunities for crime or dishonesty associated with gambling are limited
 - money from gambling benefits the community
 - the growth of gambling is controlled
 - gambling harm (especially in relation to licensed gambling) is prevented and minimised.
- This business group:
 - provides education and information to gambling operators and gamblers
 - licenses gambling activities
 - audits, investigates and monitors gambling activities
 - enforces compliance with the Gambling Act and imposes or seeks sanctions for non-compliance

- develops gambling minimum standards, minimum operating standards and game rules.

32. *Intelligence*

- This unit provides specialist intelligence capability to support the compliance activities of the Branch.

33. *Anti-Spam Unit*

- The Anti-Spam Unit enforces the Unsolicited Electronic Messages Act 2007, which specifically prohibits commercial spam and enables legal action to be taken against New Zealand-based spammers. The Act came into effect on 5 September 2007.
- The Unit enforces the Act by:
 - investigating complaints about spam and enforcing a civil penalty regime
 - delivering an education programme aimed at promoting responsible conduct by New Zealand businesses, Internet service providers and telecommunications carriers
 - cooperating with international enforcement agencies on spam and related e-crime initiatives.

34. *Gambling, Racing, Censorship, CDEM, Fire, and Identity Policy*

- The Branch delivers policy advice to the Minister of Internal Affairs, the Minister of Civil Defence and the Minister for Racing. These portfolios cover gambling, racing, censorship, civil defence and emergency management, fire, and identity, including citizenship and passports.
- The Gambling, Racing, and Censorship Policy Unit also services the Film and Literature Board of Review.

35. *Strategic Development and Support, Crown Entity Monitoring*

- This Unit is responsible for strategy, planning and reporting, learning and development, and other support services across the Branch.
- It also advises Ministers about the performance and governance of Crown entities.

Local Government and Community Branch (Operating budget: \$27.828 million)

36. The Local Government and Community Branch services contribute to the building of strong communities in the broadest sense – supporting central government, local government and communities, hapū and iwi – to better enable them to identify, plan for and realise their futures.
37. The Branch comprises:
- Local Government and Community Policy
 - Grants Administration and Community Advisory Services
 - Local Government Services
 - Strategic Analysis and Information
 - Strategy and Business Support
 - Pou Arahi
38. *Local Government and Community Policy Group*
- This Group provides policy advice to the Minister of Local Government and the Minister for the Community and Voluntary Sector. It gives advice on
 - key strategic policy issues in the local government and community and voluntary portfolios
 - local government and community regulatory policy and frameworks, and input into relevant regulatory development across Government
 - community development issues and emerging community issues, and the interface between the local government and community sectors.
39. *Local Government and Community Operations*
- This group is responsible for service delivery to communities across the country via 16 regional offices. It:
 - provides advisory and information services to communities, hapū and iwi to build community capability and capacity, and assist them to realise their identified outcomes

- facilitates an integrated approach between central and local government to community outcomes
- administers a range of grants schemes, including Lottery and Crown-funded schemes (e.g. Community Organisation Grants Scheme) and Crown Trusts and Fellowships
- provides operational and strategic policy advice to the Lottery Grants Board and operational advice to other funding panels or committees.

40. *Local Government Services*

- This group is responsible for a number of regulatory and operational activities within the Department's local government responsibilities. Its major responsibilities include:
 - providing advice and support to the Local Government Commission
 - providing support for local elections
 - administering the Rates Rebate Scheme
 - managing the National Dog Control information database and promoting best practice dog safety guidelines
 - providing local government administration for some offshore islands, and harbourmaster services on Lake Taupo.

41. *Local Government and Community Strategic Analysis and Information*

- This group provides information and advice to the Branch on the local government and community development sectors and strategic issues facing them.
- It provides a range of research and analysis to enable better understanding of the impact the Branch has on these sectors, including the provision of good practice where appropriate. The group also maintains a range of information resources, including the www.localcouncils.govt.nz website.

42. *Local Government and Community Strategy and Business Support*

- This group is responsible for driving the Branch strategy and planning activity, and monitoring overall progress towards the achievement of the Branch's goals. It leads annual strategic planning, accountability and business planning processes.
- It is responsible for ensuring that business services are provided effectively and efficiently to the Branch.

43. *Pou Arahi*

- This group provides advice and support to the Branch on how it can be effective for Māori, especially through its Operations and Policy functions.

Identity Services (Operating budget: \$77.047 million)

44. Identity Services is the largest operational business unit of the Department of Internal Affairs and is responsible for:

- the assessment of applications for grant of citizenship, and the registration and confirmation of New Zealand citizenship, and its renunciation and deprivation (under the Citizenship Act 1977 and the Citizenship (Western Samoa) Act 1982)
- issuing passports and other travel documents (under the Passports Act 1992)
- registration of births, deaths, marriages and civil unions and provision of access to this information (under the Births, Deaths, Marriages and Relationships Registration Act 1995)
- the day-to-day administration of the Marriage Act 1955 and the Civil Union Act 2004, including the appointment of marriage celebrants and civil union celebrants
- the provision of information to the public about their entitlements under these statutes, and
- custodianship of the Evidence of Identity Standard (part of the All-of-government Authentication Standards).

45. In the 2007/08 financial year, Identity Services issued 412,636 passports and travel documents, registered 118,923 births, deaths, marriages and civil unions, issued 264,122 birth, death, marriage and civil union certificates and printouts, and recommended 27,624 applications to the Minister of Internal Affairs for decision on grant of citizenship to foreign nationals.

Office of Ethnic Affairs (Operating budget: \$4.486 million)

46. The role of the Office of Ethnic Affairs covers the broad range of government interactions affecting ethnic people and provides:

- expert advice and information for and about ethnic groups in New Zealand to raise awareness of ethnic diversity and the positive benefits it brings to New Zealand society
- a point of contact between ethnic communities and the New Zealand government
- ethnic groups with advice and information on matters affecting them, including referral to appropriate agencies
- empowerment and capacity building for ethnic communities so their members can participate in all aspects of New Zealand life
- expert policy advice and information on how to consider ethnic perspectives in policy and programme development, and the likely implications of government policy for ethnic communities.

Executive Government Support (Operating budget: \$47.501 million)

47. Executive Government Support provides services to Ministers to assist in the smooth operation of the Executive.

- Services provided under Vote Ministerial Services include:
 - Ministers' domestic accommodation in Wellington
 - Ministerial office staffing, administrative support, accounting, information and communications technology and media monitoring services
 - the provision of chauffeur-driven and self-drive transport

- management of guest of Government visits, reception support at international airports, Ministerial and state functions, commemorative events and national anniversaries.
 - Services provided under Vote Internal Affairs include:
 - the New Zealand Gazette
 - the Translation Service
 - issuing Authentication and Apostille certificates for official documents
 - the Congratulatory Message Service
 - support for Commissions of Inquiry and other bodies
 - support for the Gambling Commission.
48. The Translation Service, the New Zealand Gazette and the Authentication Unit are funded solely by third party revenue.

Ministry of Civil Defence and Emergency Management (MCDEM) (Operating budget: \$9.633 million)

49. MCDEM operates within the Department to carry out statutory functions funded by Vote Emergency Management.
50. The Director, who is appointed by the Chief Executive, has a number of statutory functions under the Civil Defence Emergency Management Act 2002 including that of providing advice to the Minister of Civil Defence.
51. MCDEM is responsible for coordinating the CDEM response necessary during states of national emergency and supporting disaster management at the local level. MCDEM's capability to undertake this role has been enhanced significantly over the financial year. A 70% increase in staff, as a result of funding received in Budget 2005, has allowed better staffing of the National Crisis Management Centre (NCCMC) in an emergency. Improvement of practices and procedures is ongoing. Moves are also underway to strengthen MCDEM's information management capabilities. Recent reviews recommended improvements to MCDEM's backup facilities, communications, and information management systems. MCDEM received additional funding in the Budget 2007 to undertake these improvements. As a result, a study has commenced on the

capability for a virtual alternative emergency operations facility and a management information system to support information and decision-making within the NCMC.

52. Following the Government's commitment in 2005 to an ongoing programme to educate the public about disaster awareness over the next four years, two programmes were launched in 2006 – the schools' programme "What's the Plan Stan" and the public awareness programme "Get Ready, Get Thru".

Office of the Chief Executive (Operating budget: \$4.897 million)

53. The Office of the Chief Executive provides advisory and project support to the Chief Executive and comprises the following business units:

54. *Legal Services*

- Legal Services works with individual business groups on a wide range of matters that require legal expertise and also addresses Departmental-wide legal issues.
- Legal Services also provides legality assurance to the Chief Executive and Executive Leadership Team, fosters a network of legal practitioners within the Department and coordinates the Department's use of external legal service providers.

55. *Risk and Audit Services*

- Risk and Audit Services is responsible for internal audit programmes, risk and audit advice and support to management; and advice, training and support for risk management policies and practices.

56. *Effectiveness for Māori*

- Effectiveness for Māori works with business groups on a broad range of issues and is required to provide strategic and operational advice to the Chief Executive and the Department on current and emerging Treaty of Waitangi and Māori responsiveness issues as well as on tikanga.

57. *Strategic Development*

- Strategic Development provides specialist advice on the Department's strategic initiatives, directions, organisational development and the delivery

of outcomes, and ensuring the Department meets its planning and reporting obligations.

58. *Ministerial Advice and Support Services*

- Ministerial Advice and Support Services manages the interface with the Department's Ministers, including managing seconded private secretaries and overseeing Ministerial advice and services within the Department.

59. *Project Office*

- The Project Office maintains the Department's project management methodology and is responsible for project portfolio management and benefits realisation management.

Business Services Branch (Operating budget: \$28.514 million)

60. The Business Services Branch consists of the following seven business units:

61. *Finance*

- Finance provides financial management advice, financial reporting and ensures the Department meets its financial obligations under the Public Finance Act and the State Sector Act.

62. *Property*

- Property maintains building security and emergency procedures, office accommodation and furniture maintenance.

63. *Procurement*

- Procurement is responsible for purchasing, tender services and advice on all procurement matters.

64. *Information Group*

- Information Group manages the ICT applications and databases, document management, the information centre (library), advice on strategy and systems development, system security and training.

65. *Research & Evaluation*

- Research and Evaluation is responsible for research contracts and outsourcing, advice, consultancy and peer review, and specific projects.

66. *Strategic Communications*

- Strategic Communications manages external and internal communications, branding issues, media assistance and managing outsourcing for publications.

67. *Strategic Human Resources*

- Strategic Human Resources looks after HR administration and payroll, HR policies, induction, management development, Equal Employment Opportunities, contract negotiation, and health and safety issues.

68. *Programme Office*

- The Programme Office is responsible for the delivery on all ICT projects and all business group projects with a technical component.

Clients and Stakeholders

69. The Department's work affects all New Zealanders. The people in the community with whom we have most direct contact (and who may therefore raise issues with the Responsible or Vote Ministers include):

Regulation and Compliance Branch

70. Clients and stakeholders of the Regulation and Compliance Branch in relation to policy include:

- stakeholders in all legislation and statutory bodies administered within the Branch, which includes gambling, racing, censorship, fire, identity, and civil defence and emergency management (CDEM)
- people and organisations in all the sectors below, and the fire, racing and CDEM sectors
- members of and stakeholders in the Crown entities and statutory bodies listed at the front of this briefing.

71. In relation to gambling regulation, stakeholders fall into three general groups:

- community interests (gamblers, community groups for whom gambling raises funds, territorial local authorities, and groups concerned about the impacts of gambling)

- government agencies such as the Ministry of Health (in respect of harm prevention and minimisation) and the Police and Serious Fraud Office (in respect of crime associated with gambling)
- operators in the gambling sector
- community groups, for whom gambling raises funds and who can be harmed by gambling, and gamblers.

72. In relation to censorship:

- people concerned about objectionable or potentially harmful material
- parents and other advocates of children's rights
- distributors of material that may be objectionable or restricted
- people involved in the censorship process
- law enforcement agencies in New Zealand and overseas.

73. In relation to unsolicited electronic messages:

- users of information and communications technology
- businesses and marketers
- internet service providers and telecommunications carriers
- New Zealand and international anti-spam and other relevant agencies.

Local Government and Community Branch

74. Clients and stakeholders of the Local Government and Community Branch include:

- stakeholders in legislation and statutory bodies administered by the Branch
- people and organisations in the community sector, and members of and stakeholders in Crown entities and statutory bodies
- members and staff of local authorities and local government organisations
- government agencies with a community focus
- community organisations seeking grants (including Lottery grants) and capacity building

- community trusts
- other community funders
- local authorities
- hapū, iwi and Māori organisations.

Identity Services

75. Clients and stakeholders of Identity Services include:

- people needing passports
- people seeking citizenship
- people needing information about Births, Deaths, Marriages and Civil Unions
- people and organisations involved in registering birth, death and marriage information
- people wishing to marry and marriage celebrants
- people wishing to have a civil union and civil union celebrants
- genealogists and those concerned about the care of whakapapa information
- other agencies working with the Department to enhance New Zealand's security
- other New Zealand government agencies concerned with verifying identity and working towards online authentication solutions
- overseas agencies requiring travel document information.

Office of Ethnic Affairs

76. Key stakeholders include government agencies, local government, community organisations and ethnic people themselves:

- ethnic organisations – there is a wide range of community-based groups that may represent new migrants, refugees and/or established communities, which provide settlement, cultural and social services. Some examples are the New Zealand Federation of Ethnic Councils and Regional Ethnic Councils, the New Zealand Chinese Association and the Refugee Council

- central government, particularly the Immigration Service, New Zealand Police, the Ministries of Education, Health, and Social Development, the Departments of Labour and Building and Housing and, within Internal Affairs, Identity Services, Regulation and Compliance Branch and Local Government and Community Branch
- local government at all levels
- community-based organisations and non-government agencies including the Refugee and Migrant Service, Refugee Resettlement, ESOL Home Tutors and Refugees as Survivors
- service providers at national, regional and local levels
- the Human Rights Commission.

Executive Government Support

77. Key stakeholders include:

- the Governor-General
- the Prime Minister and Ministers of the Crown
- the Speaker
- former Governors-General and their spouses
- former Prime Ministers and their spouses
- official guests of the New Zealand Government and diplomatic and consular representatives
- the Parliamentary Service, Department of Prime Minister and Cabinet, Office of the Clerk and Parliamentary Council Office
- other government agencies, particularly Ministry of Foreign Affairs and Trade, Ministry of Culture and Heritage, NZ Defence Force, NZ Police, Office of Veterans' Affairs, Ministry of Agriculture and Forestry and NZ Customs Service
- airport companies, airlines, hotels and other commercial suppliers of goods and services to the visit programme

- Wellington Cathedral of St Paul, Government House, the National War Memorial Board of Trustees
- companies and trade, tourism and industry agencies able to offer suitable New Zealand innovation and excellence to showcase to visiting delegations
- other users of VIP Transport (especially the Judiciary)
- members of Commissions of Inquiry and other ad hoc bodies
- commercial and government agencies using the New Zealand Gazette.

Ministry of Civil Defence and Emergency Management

78. Key stakeholders include:

- local authorities and the regional Civil Defence and Emergency Management groups to which they belong
- communities facing or experiencing hazards or emergency events
- business and government agencies involved in preparation for, and recovery from, hazards or emergency events
- emergency services.

Appendix I**Legislation administered by the Department of Internal Affairs**

As at 30 June 2008, the following is a list of legislation that we administer, classified by Vote.

Internal Affairs
Births, Deaths, Marriages and Relationships Registration Act 1995
Births, Deaths, and Marriages Registration (Fees) Regulations 1995
Births, Deaths, and Marriages Registration (Prescribed Information and Forms) Regulations 1995
Boxing and Wrestling Act 1981
Citizenship Act 1977
Citizenship Regulations 2002
Citizenship (Western Samoa) Act 1982
Civil Union (Prescribed Information, Fees, and Forms) Regulations 2005*
Commissions of Inquiry Act 1908
Commonwealth Games Symbol Protection Act 1974
Fire Safety and Evacuation of Buildings Regulations 2006
Fire Service Act 1975
Fire Service Levy Order 1993
Fire Service Regulations 2003
Forest and Rural Fires Act 1977
Forest and Rural Fires Regulations 2005
Gambling Act 2003
Gambling (Class 4 Banking) Regulations 2006
Gambling (Class 4 Net Proceeds) Regulations 2004
Gambling (Fees) Regulations 2007
Gambling (Forms) Regulations 2004
Gambling (Harm Prevention and Minimisation) Regulations 2004

Gambling (Infringement Notices) Regulations 2004
Gambling (Licensed Promoters) Regulations 2005
Gambling (Problem Gambling Levy) Regulations 2007
Gambling (Prohibited Property) Regulations 2005
Human Assisted Reproductive Technology (Fees) Regulations 2005*
Marriage (Fees) Regulations 1995*
Marriage (Forms) Regulations 1995*
New Zealand Daylight Time Order 2007
New Zealand Fire Brigades Long Service and Good Conduct Medal (1976) (Royal Warrant)
Official Appointments and Documents Act 1919
Passport (Fees) Regulations 1996
Passports Act 1992
Queen's Fire Service Medal Regulations 1955 (Royal Warrant)
Royal Titles Act 1974
Rural Fire Fighting Fund Regulations 1992
Seal of New Zealand Act 1977
Seal of New Zealand Proclamation 1977
Time Act 1974

*Regulations made under legislation administered by the Ministry of Justice.

Emergency Management

Civil Defence Emergency Management Act 2002
Civil Defence Emergency Management Regulations 2003
National Civil Defence Emergency Management Plan Order 2005

Local Government

Bylaws Act 1910

Bylaws Regulations 1968

Chatham Islands Council Act 1995

Counties Insurance Empowering Act 1941

Dog Control Act 1996

Dog Control (Microchip Transponder) Regulations 2005

Dog Control (National Dog Control Information Database Levy) Order 2006

Dog Control (Prescribed Forms) Regulations 1996

Impounding Act 1955

Impounding Regulations 1981

Lake Taupo (Crown Facilities, Permits and Fees) Regulations 2004

Land Drainage Act 1908

Libraries and Mechanics' Institutes Act 1908

Litter Act 1979

Local Authorities (Members' Interests) Act 1968

Local Authority Reorganisation (Property Transfers) Act 1990

Local Electoral Act 2001

Local Electoral Regulations 2001

Local Government Act 1974

Local Government Act 2002

Local Government (Infringement Fees for Offences: Navigation Safety Bylaws) Regulations (Various) 2002-2008

Local Government Official Information and Meetings Act 1987

Local Government (Rating) Act 2002

Local Government (Watercare Services Limited) Order 2007

Local Legislation Acts 1926-1992

Municipal Insurance Act 1960

Public Authorities (Party Wall) Empowering Act 1919

Public Bodies Contracts Act 1959

Public Bodies Leases Act 1969

Rangitaiki Land Drainage Act 1956

Rates Rebate Act 1973

Rates Rebates Order 2006

Rating (Fees) Regulations 1997

River Boards Act 1908

Waimakariri-Ashley Water Supply Act 1961

Community and Voluntary Sector

Charities Act 2005

Charities (Fees, Forms, and Other Matters) Regulations 2006

Community Trusts Act 1999

Community Trusts (Fees) Regulations 2000

Trustee Banks Restructuring Act Repeal Act 1999

Winston Churchill Memorial Trust Act 1965

Racing

Racing Act 2003

Racing (Harm Prevention and Minimisation) Regulations 2004

Ministerial Services

Executive Travel, Accommodation, Attendance, and Communications Services

Determination 2003**

** Regulations made under legislation administered by the Department of the Prime Minister and Cabinet.

Appendix II

Crown entities and statutory bodies by portfolios

The Department administers board appointments and monitors the performance of a number of Crown entities and statutory bodies.

Internal Affairs

- Crown entities
 - New Zealand Fire Service Commission
 - Office of Film and Literature Classification
- Statutory Bodies and Trusts
 - Chatham Islands Enterprise Trust
 - Film and Literature Board of Review
 - Film and Video Labelling Body
 - Gambling Commission

Community and Voluntary Sector

- Crown entities
 - Charities Commission
- Statutory Bodies and Trusts
 - New Zealand Lottery Grants Board
 - New Zealand Lottery Grants Board Distribution Committees
 - Winston Churchill Memorial Trust
 - Norman Kirk Memorial Trust
 - Chinese Poll Tax Heritage Trust

Local Government

- Statutory Bodies and Trusts
 - Local Government Commission

Racing

- Statutory Bodies and Trusts
 - New Zealand Racing Industry Board
 - Totalisator Agency Board

Finance

- Statutory Bodies and Trusts
 - Community Trusts (12)

Disarmament

- Statutory Bodies and Trusts
 - Pacific Development and Conservation Trust
 - Peace and Disarmament Education Trust

Appendix III**Senior managers and other staff with whom the Ministers' offices will have significant contact*****Regulation and Compliance Branch***

Deputy Secretary	Keith Manch
Director, Gambling Compliance	Mike Hill
Manager, Gambling, Racing and Censorship Policy	John Markland
Manager, Regulatory Policy (Fire, Civil Defence & Emergency Management, Identity & General)	Joy McDowall
Manager, Civil Defence & Emergency Management Policy	Paul Houliston
Manager, Strategic Development and Support	Peter Burke
Manager, Censorship Compliance	Steve O'Brien
Manager, Intelligence Unit	Rachael Horton
Manager, Anti-Spam Unit	Joe Stewart

Local Government and Community Branch

Deputy Secretary	Anne Carter
Manager, Strategic Analysis and Information	Rosalind Plimmer
Acting Director, Operations	Sarah Hill
Manager, Local Government Services	Donald Riezebos
Team Manager, Operational Policy	Jocelyn Reyners
Manager, Service Delivery	Jools Joslin
Acting Manager, Funding and Operations	Peter Hodge
Pou Tahu	Mike Nathan
Strategy and Business Support Manager	David Williment
Director Policy	Marilyn Little

Manager, Community and Sector Policy	Anne Shaw
Manager, Regulatory Policy	Antony Moss
Manager, Strategic Policy	Raj Krishnan
Manager, Ministerial Advice	Lesa Kalapu
Manager, City-Regions Policy	Caroline Taylor

Identity Services

General Manager	Annette Offenberger
Manager, Citizenship	Geoff May
Manager, Passports	David Philp
Registrar-General, Births, Deaths and Marriages	Brian Clarke
Acting Manager, Strategic Development	Caroline Hubbard
Manager, Integrity and Identity Programme	Andrea Gray
Manager, Customer Services	Garry Manley
Manager, IVS Implementation	Helen Jamison

Executive Government Support

General Manager	Janice Calvert
Assistant General Manager, Ministerial Services	Richard McDonald
Business Services Manager	Peter Andrews
Manager, VIP Transport Service	Rex Ambler
Director, Visits and Ceremonials	Andrew Beattie
Acting Manager, The Translation Service, The New Zealand Gazette Office and the Authentication Unit	Patrick Geddes
Gambling Commission Executive Director	Blair Cairncross (Acting)

Office of Ethnic Affairs

Director	Mervin Singham
Policy Manager	Cherie Engelbrecht

National Operations Manager	Fezeela Raza
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Ministry of Civil Defence and Emergency Management

Director	John Hamilton
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National Controller, Manager Operations	David Coetzee
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Manager, Strategic Development and Business Support	Aaron Matthews
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Manager, CDEM Specialist Services	Sarah Stuart-Black
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Manager, Public Affairs	Chandrika Kumaran
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Manager, CDEM Development	Alan Walker
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Office of the Chief Executive

Acting Director	Morag Woodley
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Manager, Strategic Development	Jean Fraser
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Manager, Ministerial Advice & Support	Margaret Dugdale
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Manager, Legal Services	Ken Stephen
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Manager, Audit Services	Janine Hamilton
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Manager, Effectiveness for Māori	Pauline Hill/ Caroline Bridgeland (Acting)
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Manager, Project Assurance	Geoff Smith
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Business Services

Director	Norah Familton
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Chief Financial Officer	Shirley Smith
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Strategic HR Manager	John McKeefry
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Strategic Communications Manager	Colin Feslier
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Property Manager	Tim Goodson
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Chief Information Officer	David Spaziani
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Research and Evaluation Manager	James Swindells
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Appendix IV

Department of Internal Affairs Business Groups

