# Statement of Objectives and Service Performance

For the year ended 30 June 2013

## Vote Social Development

### Output Expense: Administration of Trialling New Approaches to Social Sector Change

Scope

This appropriation is limited to the administration by committed individuals of the delivery of social sector services for children and young people in specified locations.

Summary of Performance

All performance standards in this output expense have been met.

The three Social Sector Trials in Taumarunui, Kawerau District and Waitomo District continued to test new ways to deliver cross-sector initiatives for children and young people.

In 2012/2013, key initiatives implemented included the redevelopment of the Alternative Education programme in Waitomo, the delivery of new attendance services in all three locations, and the implementation of a career guidance and mentoring programme in Kawerau.

A cross-agency evaluation found that, as a result of initiatives such as these, the Trials have:

* improved community collaboration and responsiveness to issues faced by young people
* made progress in achieving outcomes for young people and the wider community (including reduced offending, increased attendance and improved engagement in positive activities)
* resulted in a broader base of services aimed at young people.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED2013$000 |
|   | Revenue |   |   |   |
| 427 | Crown | 468 | 283 | 468 |
| – | Department | – | – | – |
| – | Other | – | – | – |
| 427 | Total Revenue | 468 | 283 | 468 |
| 425 | Total Expense | 443 | 283 | 468 |
| 2 | Net Surplus/(Deficit) | 25 | – | – |

Service Performance Information

Output: Administration of Trialling New Approaches to Social Sector Change

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| 3 locations | **Quantity**Services will be administered in no fewer than | 3 locations | 3 locations |
| 100% | **Quality**The percentage of funding and contracting agreements that are consistent with the Code of Funding Practice[[1]](#footnote-1) will be no less than | 100% | 100% |
| 100% | **Timeliness**The percentage of payments made to providers on time will be no less than | 100% | 100% |

### Output Expense: Adoption Services

Scope

The management of services, incorporating education, assessment, reporting, counselling, and mediation, to all people who are party to adoption-related matters, past or present.

Summary of Performance

The performance standard in this output expense has been exceeded.

The demand for adoption services comes mainly from adults who have been adopted and from birth parents seeking birth information under the Adult Adoption Information Act 1985.

In 2012/2013, we received 219 applications from adopted people, birth parents and other relatives for information about an adoption.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED2013$000 |
|   | Revenue |   |   |   |
| 7,176 | Crown | 7,142 | 7,142 | 7,142 |
| 46 | Department | – | – | – |
| – | Other | – | – | – |
| 7,222 | Total Revenue | 7,142 | 7,142 | 7,142 |
| 5,989 | Total Expense | 6,814 | 7,142 | 7,142 |
| 1,233 | Net Surplus/(Deficit) | 328 | – | – |

Service Performance Information

Output: Adoption Services

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| New measure in 2012/2013 | **Quantity**The number of requests[[2]](#footnote-2) from adults seeking identifying information on birth parents will be between | 219 | 170–200 |

### Output Expense: Care and Protection Services

Scope

Social work services, both statutory and informal, that protect and assist children and young people who are in need of care and protection.

Summary of Performance

All performance standards in this output expense have been met or exceeded.

The continuing improvement in performance can be attributed to the quality of overall social work practice and to the additional care and protection social workers recruited during the year.

Being responsive to children and young people in need of care and protection services is the key priority for Child, Youth and Family. Response times to notifications continue to meet or exceed standards.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED2013$000 |
|   | Revenue |   |   |   |
| 331,223 | Crown | 343,966 | 343,966 | 343,966 |
| 945 | Department | – | – | – |
| 1,018 | Other | 1,721 | 1,799 | 1,799 |
| 333,186 | Total Revenue | 345,687 | 345,765 | 345,765 |
| 330,637 | Total Expense | 344,499 | 345,765 | 345,765 |
| 2,549 | Net Surplus/(Deficit) | 1,188 | – | – |

Service Performance Information

Output: Engagement and Assessment

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
|  | **Timeliness**The percentage of notifications that require further action allocated to a social worker within the timeframe appropriate to the safety of the child or young person will be between: |  |  |
| 98.6%97.7%94.4%94.6% | Critical (less than 24 hours)Very Urgent (up to 48 hours)Urgent (up to seven days)Low Urgent (up to 28 days) | 98.6%[[3]](#footnote-3)98.3%[[4]](#footnote-4)94.6%95.0% | 95–100%95–100%85–95%85–95% |
| 85% | The percentage of investigations/child and family assessments completed within 60 days for those aged five and over is no less than | 89.0% | 80% |

Service Performance Information

Output: Seeking Safety and Security

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| 93.5% | **Quality**The percentage of children and young people whose Care and Protection Family Group Conference plans were completed and the objectives were assessed as being met will be between | 95.0% | 85–90% |
| 99.6% | **Timeliness**The percentage of Care and Protection Family Group Conference plans reviewed by the agreed due date will be between | 98.5% | 95–100% |
| 97.4% | The percentage of reports provided to Courts that are delivered on time will be between | 97.1% | 90–95% |

Output: Securing Stability and Wellbeing

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| 97% | **Quality**The percentage of children and young people discharged from a care and protection residence with an individual transition plan to help them re-integrate into society will be between | 99% | 90–100% |
| 95.8% | **Timeliness**The percentage of Family Court plans reviewed on time will be between[[5]](#footnote-5) | 96.3% | 95–100% |
| 99.4% | The percentage of Family/Whānau Agreements that are reviewed within three months will be between | 98.5% | 95–100% |

### Output Expense: Children's Action Plan

Scope

This appropriation is limited to activities necessary to implement the Children's Action Plan.

Summary of Performance

Both performance standards in this output expense have been met.

In 2012/2013, interim Regional Children's Directors were appointed and Children's Team sites were established in Rotorua and Whangarei.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED2013$000 |
|   | Revenue |   |   |   |
| – | Crown | 2,535 | – | 2,535 |
| – | Department | – | – | – |
| – | Other | – | – | – |
| – | Total Revenue | 2,535 | – | 2,535 |
| – | Total Expense | 1,242 | – | 2,535 |
| – | Net Surplus/(Deficit) | 1,293 | – | – |

Service Performance Information

Output: Children's Action Plan

| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| --- | --- | --- | --- |
| New measure in 2012/2013 | **Timeliness**The Children's Action Plan programme office will be established no later than 30 June 2013 | Standard met | Standard met |
| New measure in 2012/2013 | **Quantity**The number of Children's Team sites that will be established under the Children's Action Plan will be no fewer than | Two | Two |

### Output Expense: Collection of Balances Owed by Former Clients and Non-beneficiaries

Scope

Services to manage the collection of overpayments and recoverable assistance loans from former clients and other balances owed comprising of Student Allowance overpayments, Liable Parent Contributions, and court ordered Maintenance.

Summary of Performance

All performance standards in this output expense have been met or exceeded.

In 2012/2013, we collected $80.7 million from former clients and non-beneficiaries compared to $79.7 million last year.

This year a greater percentage of our clients with balances owed made arrangements to pay or had paid within 12 months. Eighty per cent of clients with debt owing made arrangements to pay or had paid in full within four months, compared to 77 per cent last year. Eighty-eight per cent of clients were paying off their debt within 12 months, compared to 85 per cent last year.

The cost per dollar to collect debt was $0.17, with a 97 per cent accuracy rate. This was at the same level as last year.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED2013$000 |
|   | Revenue |   |   |   |
| 16,020 | Crown | 14,084 | 14,084 | 14,084 |
| 215 | Department | – | – | – |
| – | Other | – | – | – |
| 16,235 | Total Revenue | 14,084 | 14,084 | 14,084 |
| 13,835 | Total Expense | 13,533 | 14,084 | 14,084 |
| 2,400 | Net Surplus/(Deficit) | 551 | – | – |

Service Performance Information

Output: Collection of Balances Owed by Former Clients and Non-beneficiaries

| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| --- | --- | --- | --- |
| $79.7m | **Quantity**The actual amount of money collected by the Collections Units is expected to be between | $80.7m | $79–86m |
| $0.17 | The cost per dollar of collecting balances owed will be between | $0.17 | $0.18–0.24 |
| 97% | **Quality**The percentage of work completed accurately by the Collections Units will be between | 96.8% | 95–100% |
| 77% | **Timeliness**The percentage of clients on arrangement to pay, or paid in full within four months of the balances owed transferring to the Collections Units will be between | 80.1% | 80–85% |
| 85% | The percentage of clients on arrangement to pay, or paid in full within 12 months of balances owed transferring to the Collections Units will be between | 87.7% | 85–90% |

### Output Expense: Development and Funding of Community Services

Scope

Management of Government funding of community-based social and welfare services.

Summary of Performance

All performance standards in this output expense have been met.

This year, we monitored and reviewed 594 funding agreements and assessed 591 contracted providers against Child, Youth and Family Approval Standards within the required timeframes.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED2013$000 |
|   | Revenue |   |   |  |
| 8,068 | Crown | 8,227 | 8,227 | 8,227 |
| 59 | Department | – | – | – |
| – | Other | – | – | – |
| 8,127 | Total Revenue | 8,227 | 8,227 | 8,227 |
| 8,071 | Total Expense | 8,220 | 8,227 | 8,227 |
| 56 | Net Surplus/(Deficit) | 7 | – | – |

Service Performance Information

Output: Development and Funding of Community Services

| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| --- | --- | --- | --- |
| 100% | **Timeliness**The percentage of funding agreements that will have their provider monitoring reports reviewed and assessed at least once a year for funding agreement compliance will be no less than | 100% | 100% |

| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| --- | --- | --- | --- |
| 100% | The percentage of Child, Youth and Family contracted providers who will be assessed at least once every two years against Child, Youth and Family Approval Standards will be no less than[[6]](#footnote-6) | 100% | 100% |
| New measure in 2012/2013 | **Quality**The percentage of payments to providers made in accordance with their contracts will be no less than  | 100% | 100% |

### Output Expense: Family and Community Services

Scope

Provision of leadership and co-ordination services to support and strengthen families and whānau; including providing information and advice that assists families, young people and communities and managing preventative social services programmes.

Summary of Performance

All performance standards in this output expense have been met or exceeded.

In 2012/2013, over 95,000 people gained access to government and non-government social services through the 34 Heartland Services Centres. In an independent survey, 95 per cent of clients agreed that Heartland Services Centres provided improved access to government and community services in their community.

This year, 86 per cent of surveyed agencies reported that they were satisfied or very satisfied with Heartland Services Centres accessibility, services and facilities, compared to 94 per cent last year. The drop in satisfaction is due to increasing expectations regarding the availability of internet access.

This year, 51 community projects received direct support through the Strategy with Kids, Information for Parents (SKIP) Local Initiatives Fund. These projects focus on young fathers, grandparents raising grandchildren, refugees and Pacific, Asian and Islamic communities.

Seven providers delivered group activities and events to 8,379 at-risk young people in Auckland through the Break Thru initiative. The initiative included programmes on leadership development, promoting healthy lifestyles, and sports and recreational activities.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED2013$000 |
|   | Revenue |  |  |  |
| 33,346 | Crown | 35,746 | 35,546 | 35,746 |
| 129 | Department | – | – | – |
| – | Other | – | – | – |
| 33,475 | Total Revenue | 35,746 | 35,546 | 35,746 |
| 32,284 | Total Expense | 34,556 | 35,546 | 35,746 |
| 1,191 | Net Surplus/(Deficit) | 1,190 | – | – |

Service Performance Information

Output: Social Support Services Sector Leadership and Co-ordination

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| 95% | **Quality**The percentage of surveyed clients agreeing that Heartland Services Centres have improved access to government and community services in their community will be no less than | 95% | 80% |

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| 94% | The percentage of surveyed agencies agreeing that they were satisfied or very satisfied with Heartland Services Centres’ accessibility, range of services and facilities will be no less than | 86% | 80% |

Service Performance Information

Output: Supporting Families and Communities

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| 93% | **Quality**The percentage of community projects funded through SKIP[[7]](#footnote-7) that meet their objectives will be between | 92% | 90–95% |
| 6,664 | **Quantity**Break ThruThe number of young people supported through group activities and events by youth workers will be no fewer than | 8,379 | 5,000 |

Output: Management of Social Services Funding Agreements

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| 2,613 | **Quantity**The number of funding agreements will be between | 2,567 | 1,500–1,900 |
| New measure in 2012/2013 | The percentage of provider reports due that are received for assessment annually will be no less than | 87% | 85% |
| New measure in 2012/2013 | The percentage of provider reports received that have been reviewed and assessed will be no less than | 100% | 100% |
| New measure in 2012/2013 | **Timeliness**The percentage of payments to providers that are made in accordance with their contracts will be no less than  | 100% | 97% |

### Output Expense: Income Support and Assistance to Seniors

Scope

This appropriation is limited to paying New Zealand Superannuation and social security entitlements (including administering related international social security agreements) and providing advice to help older people maintain independence and social participation; and administering international social security agreements relating to non-superannuitants; and assessing financial entitlement to residential Care Subsidies.

Summary of Performance

Two of the three performance standards in this output expense have been met.

In 2012/2013, the results for client satisfaction and accuracy in completing entitlements for seniors reached 94 per cent and 90 per cent respectively.

This year, increased volumes of applications of 12 per cent[[8]](#footnote-8) had an impact on performance. This resulted in the Ministry just missing its performance standard for timeliness by 0.2 per cent, achieving a total result of 84.8 per cent for the year.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED[[9]](#footnote-9)2013$000 |
|   | Revenue |  |  |  |
| 36,502 | Crown | 35,907 | 34,960 | 35,907 |
| 602 | Department | – | – | – |
| – | Other | – | – | – |
| 37,104 | Total Revenue | 35,907 | 34,960 | 35,907 |
| 35,896 | Total Expense | 35,290 | 34,960 | 35,907 |
| 1,208 | Net Surplus/(Deficit) | 617 | – | – |

Service Performance Information

Output: Service to Seniors

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| 94% | **Quality**The percentage of clients satisfied with the level of service provided by staff will be between | 94% | 90–95% |
| 92.4% | The percentage of entitlement assessments completed accurately[[10]](#footnote-10) will be between | 90% | 90–95% |
| 86.9% | **Timeliness**The percentage of entitlement assessments for payment of New Zealand Superannuation (in New Zealand and overseas), Emergency Benefit for people over 65, other New Zealand entitlements paid overseas and residential subsidies, finalised within required timeframes[[11]](#footnote-11) will be between  | 84.8% | 85–90% |

Output Expense: Management of Service Cards (MCOA[[12]](#footnote-12))

Output Class: Administration of Community Services Card

Scope

This output class is limited to assessing entitlement, issuing cards, and promoting and distributing information about the Community Services Card.

Summary of Performance

Both performance standards in this output class have been met.

In 2012/2013, both performance standards for completing Community Services Card entitlement assessments accurately and within five working days increased, compared to the previous year. Assessments completed accurately and on time were both reported at almost 99 per cent for 2012/2013.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED[[13]](#footnote-13)2013$000 |
|   | Revenue |  |  |  |
| 5,619 | Crown | 4,914 | 5,274 | 4,914 |
| 36 | Department | – | – | – |
| – | Other | – | – | – |
| 5,655 | Total Revenue | 4,914 | 5,274 | 4,914 |
| 5,463 | Total Expense | 4,553 | 5,274 | 4,914 |
| 192 | Net Surplus/(Deficit) | 361 | – | – |

Service Performance Information

Output Class: Administration of Community Services Card

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| 98.5% | **Quality**The percentage of Community Services Card entitlement assessments[[14]](#footnote-14) completed accurately will be between | 98.6% | 95–100% |
| 97.1%[[15]](#footnote-15) | **Timeliness**The percentage of Community Services Card entitlement assessments completed within five working days of receipt will be between | 98.6% | 95–100% |

Output Class: Management of SuperGold Card

Scope

This output class is limited to management of the SuperGold Card and the Veteran SuperGold Card comprising assessing entitlement for, and issuing cards, distributing information about the Card, enlisting business partners to provide discounts to cardholders, and promoting use of the Card and related discounts.

Summary of Performance

All performance standards in this output class have been met or exceeded.

In 2012/2013, 2,002 new business partners joined the SuperGold Card programme. This brings the total number of businesses participating across New Zealand to 5,636, representing 10,103 outlets. The increase was largely due to two recruitment campaigns targeting new health and wellbeing business partners carried out in October 2012 and May/June 2013.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED2013$000 |
|   | Revenue |  |  |  |
| 1,421 | Crown | 1,407 | 1,407 | 1,407 |
| – | Department | – | – | – |
| – | Other | – | – | – |
| 1,421 | Total Revenue | 1,407 | 1,407 | 1,407 |
| 1,257 | Total Expense | 1,133 | 1,407 | 1,407 |
| 164 | Net Surplus/(Deficit) | 274 | – | – |

Service Performance Information

Output Class: Management of SuperGold Card

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| 2,342 | **Quantity**The number of new business partners engaged will be no fewer than | 2,002 | 200 |
| 99.9% | **Quality**The percentage of SuperGold Card entitlement assessments[[16]](#footnote-16) completed accurately will be between | 99.8% | 95–100% |
| 96%[[17]](#footnote-17) | **Timeliness**The percentage of SuperGold Card entitlement assessments completed within five working days of receipt will be between | 96.3% | 95–100% |

Output Expense: Management of Student Loans

Scope

This appropriation is limited to assessing and paying student loans to eligible tertiary students, and as part of managing this support, providing related guidance to students making financial and study decisions.

Summary of Performance

All performance standards in this output expense have been met or exceeded.

In 2012/2013, StudyLink processed a total of 241,319 Student Loan applications, with 99.9 per cent of students receiving their correct Student Loan entitlement (living cost component) on their first payment.

Student Loan online applications continue to be a high proportion of total applications, with 95 per cent of total Student Loan applications made online.

The number of Sussed presentations delivered to secondary schools exceeded the target due to stakeholder demand. Over 450 presentations were delivered to 318 schools. Sixty schools had more than one presentation.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED[[18]](#footnote-18)2013$000 |
|   | Revenue |  |  |  |
| 16,667 | Crown | 16,179 | 15,593 | 16,179 |
| – | Department | – | – | – |
| – | Other | – | – | – |
| 16,667 | Total Revenue | 16,179 | 15,593 | 16,179 |
| 16,369 | Total Expense | 15,844 | 15,593 | 16,179 |
| 298 | Net Surplus/(Deficit) | 335 | – | – |

Service Performance Information

Output: Student Loans

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| 87% | **Quality**The percentage of surveyed students satisfied[[19]](#footnote-19) with the quality of service received the last time[[20]](#footnote-20) they contacted StudyLink will be between | 86% | 85–90% |
| 100% | The percentage of students who receive their correct entitlement (living cost component) on their first payment will be between | 99.9% | 95-100% |
| 99.9% | **Timeliness**The percentage of initial entitlement assessment for a Student Loan completed within three working days of receipt of application will be between | 99.9% | 95–100% |
| New measure in 2012/2013 | **Quantity**The number of Sussed presentations[[21]](#footnote-21) delivered to secondary schools will be between  | 453 | 375–395 |

Output Expense: Management of Student Support, excluding Student Loans

Scope

This appropriation is limited to managing non-recoverable financial support to students, involving assessing and paying student allowances and other income support to eligible secondary and tertiary students.

Summary of Performance

All performance standards in this output expense have been met or exceeded.

In 2012/2013, StudyLink processed a total of 148,040 Student Allowance applications, with 99.2 per cent of all Student Allowance assessments completed within five days.

Student Allowances online applications continue to be a high proportion of total applications with 97 per cent of total Student Allowance applications made online.

The number of Sussed presentations delivered to secondary schools exceeded the target due to stakeholder demand. Over 450 presentations were delivered to 318 schools. Sixty schools had more than one presentation.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED[[22]](#footnote-22)2013$000 |
|   | Revenue |  |  |  |
| 15,930 | Crown | 15,780 | 15,998 | 15,780 |
| 164 | Department | – | – | – |
| – | Other | – | – | – |
| 16,094 | Total Revenue | 15,780 | 15,998 | 15,780 |
| 15,260 | Total Expense | 15,743 | 15,998 | 15,780 |
| 834 | Net Surplus/(Deficit) | 37 | – | – |

Service Performance Information

Output: Student Allowances

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| 87% | **Quality**The percentage of surveyed students satisfied[[23]](#footnote-23) with the quality of service received the last time[[24]](#footnote-24) they contacted StudyLink will be between | 85% | 85–90% |
| 96.5% | The percentage of students who receive their correct Student Allowance entitlement on their first payment will be between | 95.5% | 95–100% |

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| 99.5% | **Timeliness**The percentage of initial entitlement assessments for a Student Allowance completed within five working days of receipt of application will be between | 99.2% | 95–100% |
| New measure in 2012/2013 | **Quantity**The number of Sussed presentations[[25]](#footnote-25) delivered to secondary schools will be between  | 453 | 375–395 |

Output Expense: Planning, Correspondence and Monitoring

Scope

This appropriation is limited to providing planning, reporting and monitoring, Crown entity and statutory appointment advice (other than policy decision-making advice) and correspondence services to support Ministers to discharge their portfolio responsibilities.

Summary of Performance

Fourteen out of 15 performance standards in this output expense have been met or exceeded.

The quality measure for Parliamentary question responses was not met this year, due to three written Parliamentary questions needing to be corrected.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED2013$000 |
|   | Revenue |  |   |   |
| – | Crown | 5,554 | 5,554 | 5,554 |
| – | Department | – | – | – |
| – | Other | – | – | – |
| – | Total Revenue | 5,554 | 5,554 | 5,554 |
| – | Total Expense | 5,359 | 5,554 | 5,554 |
| – | Net Surplus/(Deficit) | 195 | – | – |

Service Performance Information

Crown Entity Monitoring

| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| --- | --- | --- | --- |
| 100% | **Quantity**Advice will be delivered to the Minister on all social development and employment Crown entities' statements of intent and output agreements | 100% | 100% |
| 100% | Monitoring advice will be provided to the Minister on all social development and employment Crown entities' performance reports | 100% | 100% |
| Standard met | **Quality**Provide advice to the Minister on Crown entity and Statutory Board appointments as required | Standard met | Standard met[[26]](#footnote-26) |
| 100% | The percentage of all reports provided to the Minister that are factually accurate, meet any legislative requirements, and contain no avoidable errors will be no less than | 100% | 95% |
| 100% | **Timeliness**Advice to Ministers on draft statements of intent for Crown entities for the next year will be provided no later than 31 May 2013 will be no less than | 100% | 100% |
| 100% | Advice to Ministers on draft output agreements[[27]](#footnote-27) for Crown entities for the next year will be provided no later than 30 June 2013 will be no less than | 100% | 100% |
| 100% | Performance reports are reviewed no later than 20 working days from receipt of the final Crown entity reports will be no less than | 100% | 100% |

Service Performance Information

Output: Ministerial and Executive Services

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
|  | **Quality**The percentage of all drafts provided for the Minister’s signature that are factually accurate, meet any legislative requirements, and contain no avoidable errors will be no less than: |  |  |
| 99.1% | Ministerial correspondence replies | 99.5% | 95% |
| 100% | Parliamentary question responses | 99.8% | 100% |
| 100% | Ministerial Official Information Act request replies | 100% | 100% |
| 100% | Select Committee Estimates examination responses | 100% | 100% |
|  | **Timeliness**The percentage of all drafts provided for the Minister’s signature within the following timeframes will be no less than: |  |  |
| 96.3% | Ministerial correspondence replies completed within 20 working days of receipt by the Ministry, unless otherwise agreed | 97.7% | 95% |
| 100% | Parliamentary question responses provided to the Minister’s Office so that answers can meet the timeframe set in Parliamentary Standing Orders | 100% | 100% |
| 100% | Ministerial Official Information Act request replies completed five days prior to the statutory time limit, unless otherwise agreed | 100% | 100% |
| 100% | Responses to Select Committee examinations provided to the Minister’s Office so that answers can meet the timeframe set by the Committee(s) | 100% | 100% |

Output Expense: Prevention Services

Scope

Education and advice services for the prevention of child abuse and neglect, and the promotion of the wellbeing of children, young people and their families.

Summary of Performance

The two performance standards in this output expense have been met.

In 2012/2013, 85 workshops were held. The workshops were tailored to ensure every person came away with an enhanced knowledge of the signs of child abuse, how to help, and how to connect with social services in their community.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED2013$000 |
|   | Revenue |  |  |  |
| 3,786 | Crown | 4,032 | 4,032 | 4,032 |
| 601 | Department | – | – | – |
| 13 | Other | 1 | 13 | 13 |
| 4,400 | Total Revenue | 4,033 | 4,045 | 4,045 |
| 3,402 | Total Expense | 3,505 | 4,045 | 4,045 |
| 998 | Net Surplus/(Deficit) | 528 | – | – |

Service Performance Information

Output: Prevention Services

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| New measure in 2012/2013 | **Quantity**The number of child protection workshops delivered to professionals and service providers on how to recognise and respond to child abuse and to keep children safe will be no fewer than | 85[[28]](#footnote-28) | 85 |
| 95% | The percentage of professionals and service providers attending child protection workshops with increased awareness and knowledge on how to respond to child abuse and neglect will be between | 99.9%[[29]](#footnote-29) | 95–100% |

### Output Expense: Promoting Positive Outcomes for Disabled People

Scope

This appropriation is limited to providing services to promote and monitor the implementation of the New Zealand Disability Strategy, to monitor and implement the United Nations Convention on the Rights of Persons with Disabilities, and to provide information to Ministers on disability matters.

Summary of Performance

All three performance standards in this output expense have been met or exceeded.

In 2012/2013, the year-end result for the number of national and community-driven projects, to promote positive attitudes measure has exceeded the standard. This standard was exceeded largely due to an increased interest in the Making a Difference Fund, and an increase in funding allocated.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED2013$000 |
|   | Revenue |   |   |   |
| 1,250 | Crown | 2,210 | 2,160 | 2,210 |
| – | Department | – | – | – |
| – | Other | – | – | – |
| 1,250 | Total Revenue | 2,210 | 2,160 | 2,210 |
| 1,231 | Total Expense | 1,784 | 2,160 | 2,210 |
| 19 | Net Surplus/(Deficit) | 426 | – | – |

Service Performance Information

Output: Promoting Positive Outcomes for Disabled People

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| 1 report | **Quantity**The number of monitoring reports by disabled people on their rights under the United Nations Convention on the Rights of Persons with Disabilities will be no fewer than |  1 report | 1 report[[30]](#footnote-30) |
| 5 | The number of national partners engaged to promote positive attitudes with whom agreements are established will be between | 8 | 5–8 |
| 24 | The number of national and community-driven projects to promote positive attitudes will be between | 23 | 14–20 |

### Output Expense: Property Management Centre of Expertise

Scope

The appropriation is limited to the operation of a Property Management Centre of Expertise, to provide guidance, support and monitoring in respect of property management within the Public Sector.

Summary of Performance

Both of the performance standards in this output expense have been met.

In 2012/2013, the Property Management Centre of Expertise underwent significant change, migrating from an entity issuing guidelines and support to one setting strategy, policy and standards for the public sector.

This year, key elements were introduced. These included a new cross-agency property information database, the inaugural Government National Property Strategy, a requirement for agencies to hold Strategic Property Plans, leadership of significant accommodation projects, and increased seismic assessment guidance for agencies. The purpose for introducing the key elements is to deliver savings in the coming years.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED2013$000 |
|   | Revenue |  |   |  |
| 400 | Crown | 1,350 | – | 1,350 |
| – | Department | – | – | – |
| – | Other | 1,019 | – | 1,301 |
| 400 | Total Revenue | 2,369 | – | 2,651 |
| 371 | Total Expense | 2,606 | – | 2,651 |
| 29 | Net Surplus/(Deficit) | (237) | – | – |

Service Performance Information

Output: Property Management Centre of Expertise

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| Standard not met | **Timeliness**Publish report[[31]](#footnote-31) on property management information for agencies by 30 June 2013 | Standard met | Standard met |
| 35[[32]](#footnote-32) | **Quantity**The number of agencies who receive brokerage, guidance, or support as at 30 June 2013 will be no fewer than | 30 | 30 |

### Output Expense: Services to Protect the Integrity of the Benefit System

Scope

Services to minimise errors, fraud and abuse of the benefit system.

Summary of Performance

All three performance standards in this output expense have been met or exceeded.

In 2012/2013, 96 per cent of prosecutions were successful, the same as in 2011/2012. The proportion of cases referred that were fully investigated was 97 per cent and the proportion of investigations completed within 12 months was 98 per cent.

The number of completed prosecutions increased to 979, up from 742 in the previous year.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED[[33]](#footnote-33)2013$000 |
|   | Revenue |  |  |  |
| 35,900 | Crown | 34,516 | 35,316 | 34,516 |
| 431 | Department | – | – | – |
| – | Other | – | – | – |
| 36,331 | Total Revenue | 34,516 | 35,316 | 34,516 |
| 35,873 | Total Expense | 33,616 | 35,316 | 34,516 |
| 458 | Net Surplus/(Deficit) | 900 | – | – |

Service Performance Information

Output: Services to Protect the Integrity of the Benefit System

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| 98.3% | **Quantity**The percentage of cases referred to the National Fraud Investigators that are 'fully investigated'[[34]](#footnote-34) will be between | 96.9% | 95–100% |
| 96.2% | **Quality**Of all the cases we prosecute, the percentage of successful prosecutions concluded will no less than | 95.5% | 95% |
| 98.3% | **Timeliness**The percentage of cases[[35]](#footnote-35) completed within a 12-month period will be no less than | 98.2% | 95% |

Output Expense: Social Policy Advice (MCOA[[36]](#footnote-36))

Output Class: Forecast, Modelling, Information Monitoring and Analysis

Scope

This output class is limited to providing forecast, modelling, information monitoring and analysis used to inform social policy development and to support government decision-making.

Summary of Performance

All performance standards in this output class have been met or exceeded.

This year, a paper to Ministers on the Half Year Economic Forecast Update of Benefit Forecasts was completed in December 2012. A paper to Ministers on the Baseline Economic Forecast Update of Benefit Forecasts was completed in May 2013.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED2013$000 |
|   | Revenue |  |   |   |
| – | Crown | 6,450 | 6,450 | 6,450 |
| – | Department | – | – | – |
| – | Other | – | – | – |
| – | Total Revenue | 6,450 | 6,450 | 6,450 |
| – | Total Expense | 6,155 | 6,450 | 6,450 |
| – | Net Surplus/(Deficit) | 295 | – | – |

Service Performance Information

Output Class: Forecast, Modelling, Information Monitoring and Analysis

| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| --- | --- | --- | --- |
| New measure in 2012/2013 | **Quantity**The Annual Statistical Report is published by 30 June 2013 | Standard met | Standard met |
| New measure in 2012/2013 | **Quality**Analysis, reporting, and costing advice will be delivered in accordance with work priorities identified and advised by Ministers | Standard met | Standard met |
| New measure in 2012/2013 | An audit[[37]](#footnote-37) shows the Ministry of Social Development's quality assurance processes have been followed in at least | 100% of cases | 90–95% of cases |
| New measure in 2012/2013 | **Timeliness**Joint Ministers' reports will be produced for each baseline update, within stipulated timelines, to enable baselines to be updated to reflect forecast changes | Standard met | Standard met |

Output Class: Longitudinal Studies

Scope

This output class is limited to providing longitudinal studies to inform social policy development and to support decision-making by Ministers on government social policy matters.

Summary of Performance

One performance standard in this output class was met and one was not achieved.

In 2012/2013, the Growing Up in New Zealand longitudinal study was completed and was independently reviewed and confirmed as acceptable.

Two out of 10 contracted outputs for the Growing Up in New Zealand study were late, one by two weeks, one by four weeks. Late outputs were completed satisfactorily within a month of the contracted deadline.

The responsibility for this longitudinal study is transferring to the Families Commission's new Social Policy and Evaluation Research Unit (SuPERU) from 1 October 2013. In this event, this performance measure will not be reported by the Ministry in 2013-2014.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED2013$000 |
|   | Revenue |   |   |   |
| – | Crown | 2,088 | 2,088 | 2,088 |
| – | Department | 1,322 | – | 1,322 |
| – | Other | – | – | – |
| – | Total Revenue | 3,410 | 2,088 | 3,410 |
| – | Total Expense | 3,410 | 2,088 | 3,410 |
| – | Net Surplus/(Deficit) | - | – | – |

Service Performance Information

Output Class: Longitudinal Studies

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| New measure in 2012/2013 | **Quality**A review panel confirms that contracted deliverables meet acceptable standards in at least  | 100% of cases | 90–95% of cases |
| New measure in 2012/2013 | **Timeliness**The percentage of contracted outputs that are delivered and completed within the agreed period will be between | 80% of cases | 90–95% of cases |

Output Class: Policy Advice

**Scope**

This output class is limited to providing advice (including second opinion advice and contributions to policy advice led by other agencies) to support decision-making by Ministers on government social policy matters, including social sector issues.

**Summary of Performance**

All three performance standards in this output class were met.

The New Zealand Institute of Economic Research (NZIER) reviewed a sample of policy advice papers completed by the Ministry in the July 2012 to June 2013 period. NZIER's assessment of the papers against pre-determined criteria confirmed that the Ministry's policy advice met acceptable standards.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED2013$000 |
|   | Revenue |   |   |   |
| – | Crown | 18,362 | 18,362 | 18,362 |
| – | Department | – | – | – |
| – | Other | – | – | – |
| – | Total Revenue | 18,362 | 18,362 | 18,362 |
| – | Total Expense | 17,304 | 18,362 | 18,362 |
| – | Net Surplus/(Deficit) | 1,058 | – | – |

Service Performance Information

Output Class: Policy Advice

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| New measure in 2012/2013 | **Quality**Policy advice will be delivered in accordance with work priorities identified and advised by Ministers[[38]](#footnote-38)  | Standard met | Standard met[[39]](#footnote-39) |
| 97% of cases | An audit[[40]](#footnote-40) shows the Ministry of Social Development's quality assurance processes have been followed in at least | 95%of cases | 90–95% of cases |
| Standard met | An independent review of the Ministry of Social Development's policy advice confirms that it meets acceptable standards based on pre-determined criteria[[41]](#footnote-41) | Standard met | Standard met[[42]](#footnote-42) |

Output Class: Research and Evaluation

Scope

This output class is limited to providing research and evaluation to inform the development of social policy advice and to support government decision-making.

Summary of Performance

All three performance standards in this output class have been met or exceeded.

In 2012/2013, a sample of five research and evaluation papers was audited. In all cases the correct quality assurance process was followed, giving a standard achieved of 100 per cent.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED2013$000 |
|   | Revenue |   |   |   |
| – | Crown | 7,130 | 3,650 | 7,130 |
| – | Department | – | – | – |
| – | Other | – | – | – |
| – | Total Revenue | 7,130 | 3,650 | 7,130 |
| – | Total Expense | 5,449 | 3,650 | 7,130 |
| – | Net Surplus/(Deficit) | 1,681 | – | – |

Service Performance Information

Output Class: Research and Evaluation

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| New measure in 2012/2013 | **Quality**Research and evaluation will be delivered in accordance with work priorities identified and advised by Ministers[[43]](#footnote-43)  | Standard met | Standard met[[44]](#footnote-44) |
| New measure in 2012/2013 | An audit[[45]](#footnote-45) shows the Ministry of Social Development's quality assurance processes have been followed in at least | 100% of cases | 90–95% of cases |
| New measure in 2012/2013 | An independent review of the Ministry of Social Development's research and evaluation advice confirms that it meets acceptable standards based on pre-determined criteria[[46]](#footnote-46) | Standard met | Standard met[[47]](#footnote-47) |

### Output Expense: Tailored Sets of Services to Help People into Work or Achieve Independence

Scope

The appropriation is limited to delivering tailored sets of services to individuals to help them into sustainable employment, participate more fully in their community or achieve a greater level of social independence; and the management of related non-departmental output contracts. The composition of each set of services is determined by the individual’s needs and selected from a mix of employment, readiness training and support, employment placement, social support services, payment of income support and training support benefits, and referrals to other employment or social support providers.

Summary of Performance

All performance standards in this output expense were met or exceeded.

As at 30 June 2013, there were 48,438 Unemployment Benefit jobseekers, compared to 49,622 at the same time in the previous year, a reduction of 1,184 (2 per cent).

At the end of 2012/2013, there were 104,446 Domestic Purposes Benefit recipients, a reduction of 9,931 (8.7 per cent) when compared to the peak of 114,377 in 2011/2012. Of particular note was the reduction in the number of Domestic Purposes Benefit – Sole Parent clients. At the end of 2013/2013, the number was down by 7,347 (7.5 per cent). The number of Invalid's Benefit and Sickness Benefit clients remained stable.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED[[48]](#footnote-48)2013$000 |
|   | Revenue |  |   |  |
| 410,696 | Crown | 444,081 | 411,058 | 444,081 |
| 8,445 | Department | 816 | 5,650 | 5,650 |
| 2,602 | Other | 726 | 4,349 | 4,349 |
| 421,743 | Total Revenue | 445,623 | 421,057 | 454,080 |
| 423,791 | Total Expense | 452,860 | 421,057 | 454,080 |
| (2,048) | Net Surplus/(Deficit) | (7,237) | – | – |

Service Performance Information

Output: Tailored Sets of Services to Help People into Work or Achieve Independence

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| New measure in 2012/2013 | **Quantity**The proportion of part-time work-obligated clients who participate in a work-focused intervention will be between | 59.5% | 30–45% |

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| New measure in 2012/2013 | The proportion of full-time work-obligated clients who participate in a work-focused intervention will be between | 79.5% | 70–85% |
| New measure in 2012/2013 | The proportion of work-obligated Unemployment Benefit and Sickness Benefit clients who undertake a comprehensive work assessment[[49]](#footnote-49) after reapplying for a benefit will be between[[50]](#footnote-50)  | 100% | 95–100% |
| New measure in 2012/2013 | The proportion of work-obligated clients with 12 months benefit duration who participate in a work-focused intervention will be between | 72.6% | 35–55% |
| New measure in 2012/2013 | **Quality**The proportion of clients who participate in a triage service[[51]](#footnote-51) and do not require a benefit within 28 days will be between | 39.7% | 35–40% |
| New measure in 2012/2013 | The proportion of payments to third-party youth providers that are made in accordance with their contracts will be no less than | 100% | 100% |
| 91.6% | The proportion of benefit entitlement assessments completed accurately will be no less than | 90.1% | 90% |
| 91.5% | The proportion of benefit entitlement assessments completed within five working days will be no less than | 91.6% | 85% |

### Output Expense: Vocational Skills Training

Scope

This appropriation is limited to vocationally based skills training for working-age people through the Training Opportunities Programme.

Summary of Performance

No performance standards in this output expense have been met.

In 2012/2013, the standard for the number of contracted places in Foundation Focused Training Opportunity study programmes was not achieved because the target set for the number of contracted places was overstated.

The Foundation Focused Training Opportunity study programmes have not achieved the targets for 14 weeks minimum completion of training or for the proportion of participants who move into employment after being on a programme. Indications are that these programmes are not an effective intervention for the new groups of participants, who typically face greater barriers in gaining employment.

It is expected that with the introduction of Welfare Reform, participants will increasingly be engaged in employment-related training. Agencies are working on a suite of more tailored assistance that responds to the diverse training needs and requirements of participants, while retaining its relevance to employment.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED2013$000 |
|   | Revenue |  |  |  |
| 54,515 | Crown | 54,635 | 54,635 | 54,635 |
| – | Department | – | – | – |
| – | Other | – | – | – |
| 54,515 | Total Revenue | 54,635 | 54,635 | 54,635 |
| 54,515 | Total Expense | 54,635 | 54,635 | 54,635 |
| – | Net Surplus/(Deficit) | – | – | – |

Service Performance Information

Output: Vocational Skills Training

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| 58.1% | **Quantity**The proportion of participants who complete a minimum of 14 weeks training in Foundation Focused Training Opportunity study programmes[[52]](#footnote-52) will be no less than | 54% | 80% |
| New measure in 2012/2013 | The number of contracted places in Foundation Focused Training Opportunity study programmes will be no less than | 3,958 | 4,150 |
| 40.5% | **Quality**The proportion of participants in Foundation Focused Training Opportunity study programmes who gain employment will be no less than | 28% | 38% |

### Output Expense: Youth Development

Scope

This appropriation is limited to providing leadership and service delivery to promote the interests of, and improve outcomes for, young people.

Summary of Performance

All performance standards in this output expense have been met or exceeded.

The indicator for the number of young people participating in decision-making opportunities is measured through participants’ feedback following the completion of a programme or service.

In 2012/2013, there was increased demand for consultations with young people in the Central South and Southern regions.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED2013$000 |
|   | Revenue |   |   |   |
| 4,101 | Crown | 2,974 | 2,974 | 2,974 |
| 37 | Department | – | – | – |
| – | Other | – | – | – |
| 4,138 | Total Revenue | 2,974 | 2,974 | 2,974 |
| 3,862 | Total Expense | 2,714 | 2,974 | 2,974 |
| 276 | Net Surplus/(Deficit) | 260 | – | – |

Service Performance Information

Output: Youth Development

| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| --- | --- | --- | --- |
| 102 | **Quantity**The number of youth participation workshops delivered will be between  | 119 | 80–100 |
| New measure in 2012/2013 | The number of young people participating in decision-making opportunities[[53]](#footnote-53) will be no fewer than | 4,910 | 4,000 |
| New measure in 2012/2013 | **Quality**The percentage of young people who report an increase in skills and knowledge from attending youth participation workshops will be no less than  | 99% | 95% |
| 99% | The percentage of young people who report being satisfied or very satisfied with their involvement in youth participation activities will be between | 96% | 90–100% |
| 100% | The percentage of funding and contracting agreements that are consistent with the Code of Funding Practice[[54]](#footnote-54) will be no less than | 100% | 100% |

### Output Expense: Youth Justice Services

Scope

Social work and other services to manage and resolve offending behaviour by children and young people, by providing assessment, support, programmes, containment and care of young offenders.

Summary of Performance

All five performance standards in this output expense were met or exceeded.

In 2012/2013, Youth Justice Family Group Conference plans were prepared for 3,384 children and young people. Of these, 3,168 children and young people met the objectives set out in their plans.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED2013$000 |
|  | Revenue |  |  |  |
| 133,249 | Crown | 132,440 | 132,440 | 132,440 |
| 627 | Department | – | – | – |
| – | Other | – | – | – |
| 133,876 | Total Revenue | 132,440 | 132,440 | 132,440 |
| 130,434 | Total Expense | 129,540 | 132,440 | 132,440 |
| 3,442 | Net Surplus/(Deficit) | 2,900 | – | – |

Service Performance Information

Output: Youth Justice Safety and Belonging

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| 97.8% | **Timeliness**The percentage of Youth Justice Family Group Conferences held within statutory timeframes (unless there are special reasons for delay[[55]](#footnote-55)) will be between | 97.2% | 95–100% |

Service Performance Information

Output: Youth Justice Changing Behaviour and Enhancing Wellbeing

| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| --- | --- | --- | --- |
| 89.8% | **Quality**The percentage of children and young people whose Youth Justice Family Group Conference plans were completed and the objectives were assessed as being met will be between | 93.6% | 85–90% |
| 97% | The percentage of young people discharged from a youth justice residence, after completing a Supervision with Residence Order, who receive an individual transition plan to help them re-integrate into society will be between | 99.0% | 90–100% |
| 99.8% | **Timeliness**The percentage of Youth Justice Family Group Conference plans reviewed on time will be between | 99.3% | 95–100% |
| 90% | The percentage of early release reports[[56]](#footnote-56) completed on time will be between | 97.0% | 90–100% |

## Vote Senior Citizens

### Output Expense: Senior Citizens Services

Scope

This appropriation is limited to providing information and facilitation to protect the rights and interests of older people, to promote local community involvement in senior citizens' issues, and ministerial services.

Summary of Performance

All performance standards in this output expense have been met or exceeded.

In 2012/2013, a sample of 29 papers on senior citizens was audited. In all cases the correct quality assurance process was followed, resulting in a standard achieved of 100 per cent.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED2013$000 |
|   | Revenue |   |   |   |
| 1,017 | Crown | 1,016 | 1,016 | 1,016 |
| 18 | Department | – | – | – |
| – | Other | – | – | – |
| 1,035 | Total Revenue | 1,016 | 1,016 | 1,016 |
| 775 | Total Expense | 979 | 1,016 | 1,016 |
| 260 | Net Surplus/(Deficit) | 37 | – | – |

Service Performance Information

Output: Senior Citizens Services

| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| --- | --- | --- | --- |
| 100% of cases | **Quality**An audit[[57]](#footnote-57) shows the Ministry of Social Development's quality assurance processes have been followed in at least | 100%of cases | 90–95% of cases |

Service Performance Information

Output: Ministerial and Executive Services

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
|  | **Quality**The percentage of all drafts provided for the Minister’s signature that are factually accurate, meet any legislative requirements, and contain no avoidable errors will be no less than: |  |  |
| New measure in 2012/2013 | Ministerial correspondence replies | 99.1% | 95% |
| New measure in 2012/2013 | Parliamentary question responses | 100% | 100% |
| New measure in 2012/2013 | Ministerial Official Information Act request replies | 100% | 100% |
| New measure in 2012/2013 | Select Committee Estimates examination responses | 100% | 100% |
|  | **Timeliness**The percentage of all drafts provided for the Minister’s signature within the following timeframes will be no less than: |  |  |
| New measure in 2012/2013 | Ministerial correspondence replies completed within 20 working days of receipt by the Ministry, unless otherwise agreed | 100% | 95% |
| New measure in 2012/2013 | Parliamentary question responses provided to the Minister’s Office so that answers can meet the timeframe set in Parliamentary Standing Orders | 100% | 100% |
| New measure in 2012/2013 | Ministerial Official Information Act request replies completed five days prior to the statutory time limit, unless otherwise agreed | 100% | 100% |
| New measure in 2012/2013 | Responses to Select Committee examinations provided to the Minister’s Office so that answers can meet the timeframe set by the Committee(s) | 100% | 100% |

## Vote Veterans’ Affairs – Social Development

### Output Expense: Processing and Payment of Veterans’ Pensions

Scope

This appropriation is limited to the processing and payment of Veterans’ Pensions and related allowances.

Summary of Performance

One of the two performance standards in this output expense has been met.

In 2012/2013, the result for completing Veteran's Pension entitlement assessments within five working days was 96 per cent, approximately the same as the result reported last year.

Due to an increase in applications for New Zealand Superannuation of 12 per cent[[58]](#footnote-58), the accuracy performance result was 0.7 per cent under the standard for the year.

Financial Performance Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTUAL 2012$000 | FINANCIAL PERFORMANCE (FIGURES ARE GST EXCLUSIVE) | ACTUAL2013$000 | MAIN ESTIMATES2013$000 | APPROPRIATION VOTED2013$000 |
|   | Revenue |  |  |  |
| 427 | Crown | 443 | 443 | 443 |
| 23 | Department | – | – | – |
| – | Other | – | – | – |
| 450 | Total Revenue | 443 | 443 | 443 |
| 375 | Total Expense | 409 | 443 | 443 |
| 75 | Net Surplus/(Deficit) | 34 | – | – |

Service Performance Information

Output: Processing and Payment of Veterans’ Pensions

|  |  |  |  |
| --- | --- | --- | --- |
| ACTUAL 30 JUNE 2012 | PERFORMANCE MEASURE | ACTUAL 30 JUNE 2013 | STANDARD 30 JUNE 2013 |
| 95.3% | **Quality**The percentage of Veteran's Pension entitlement assessments completed accurately will be no less than | 94.3% | 95% |
| 95.8% | **Timeliness**The percentage of Veteran's Pension entitlement assessments completed within required timeframes[[59]](#footnote-59) will be no less than | 96.3% | 95% |

1. Launched by the Minister for the Community and Voluntary Sector in October 2010, the Code of Funding Practice aims to help government agencies and non-profit organisations when entering into government funding arrangements. It sets out seven core codes, 22 key criteria and a range of success indicators. [↑](#footnote-ref-1)
2. Under section 9(4)(c) of the Adult Adoption Information Act 1985. [↑](#footnote-ref-2)
3. By 30 June 2013, all critical notifications requiring further action had been actioned and allocated. [↑](#footnote-ref-3)
4. By 30 June 2013, all very urgent notifications requiring further action had been actioned and allocated. [↑](#footnote-ref-4)
5. The timeliness of Family Court planned reviews are directed by the Family Court (eg children under seven years old have planned reviews every six months or as directed by the Court – children and young people over seven years old have planned reviews every 12 months or as directed by the Court). [↑](#footnote-ref-5)
6. This covers all providers contracted under sections 396 and 403 of the Children, Young Persons, and Their Families Act 1989. [↑](#footnote-ref-6)
7. These projects are funded through the SKIP Local Initiatives Fund. Progress reports are used to determine whether objectives are being met. [↑](#footnote-ref-7)
8. Assessments for both New Zealand Superannuation and Veteran's Pensions are completed by the same staff. The increase in workload affects the results for both New Zealand Superannuation and Veteran's Pension assessment measures. [↑](#footnote-ref-8)
9. This includes transfers made under section 26A of the Public Finance Act 1989. [↑](#footnote-ref-9)
10. An assessment of entitlement is deemed accurate when the right person is receiving the correct entitlement, at the correct rate and from the correct commencement date. [↑](#footnote-ref-10)
11. This combines timeliness measures for all activities in this output expense. The standard timeframe for each component is as follows:

Five working days for New Zealand Superannuation and Emergency Benefit (for people over 65 years of age) entitlement assessments completed for payment in New Zealand

• Twenty working days for New Zealand Superannuation entitlement assessments completed for payment overseas and for other New Zealand entitlements paid overseas

• Twenty working days for residential subsidy entitlement assessments. [↑](#footnote-ref-11)
12. The Minister of Finance can agree to more than one specified class of outputs being supplied under a single appropriation. This is known as a Multi Class Output Appropriation (MCOA). [↑](#footnote-ref-12)
13. This includes transfers made under section 26A of the Public Finance Act 1989. [↑](#footnote-ref-13)
14. This relates to Community Services Cards where an entitlement assessment is required, for example when the entitlement is based on income. Some Community Services Cards are issued automatically without requiring an assessment, for example when the recipient commences receiving a benefit. [↑](#footnote-ref-14)
15. The result for 2011/2012 is based on two working days, whereas the standard and result for 2012/2013 is based on five working days. [↑](#footnote-ref-15)
16. Recipients of New Zealand Superannuation and the Veteran's Pension are automatically issued with a SuperGold Card. However, around 6 per cent of recipients require their entitlement to be assessed as they either elected not to apply for New Zealand Superannuation when they turned 65, or do not meet the New Zealand Superannuation residency requirements. [↑](#footnote-ref-16)
17. The result for 2011/2012 is based on two working days, whereas the standard and result for 2012/2013 is based on five working days. [↑](#footnote-ref-17)
18. This includes transfers made under section 26A of the Public Finance Act 1989. [↑](#footnote-ref-18)
19. Students who say they are 'satisfied' or 'very satisfied' with StudyLink's service on a scale of 'very dissatisfied' , 'dissatisfied', 'neither/nor', 'satisfied' or 'very satisfied'. [↑](#footnote-ref-19)
20. Within the previous 14 days. [↑](#footnote-ref-20)
21. Sussed is StudyLink's education programme for secondary school students. It is an interactive presenter-led session that explains and guides prospective students on what they need to consider when going on to further study. An online Sussed Reality Check is also available on the StudyLink website for anyone considering tertiary study. [↑](#footnote-ref-21)
22. This includes transfers made under section 26A of the Public Finance Act 1989. [↑](#footnote-ref-22)
23. Students who say they are 'satisfied' or 'very satisfied' with StudyLink's service on a scale of 'very dissatisfied' , ' dissatisfied ', 'neither/nor', 'satisfied' or 'very satisfied'. [↑](#footnote-ref-23)
24. Within the previous 14 days. [↑](#footnote-ref-24)
25. Sussed is StudyLink's education programme for secondary school students. It is an interactive presenter-led session that explains and guides prospective students on what they need to consider when going on to further study. An online Sussed Reality Check is also available on the StudyLink website for anyone considering tertiary study. [↑](#footnote-ref-25)
26. ‘Standard met’ means that all appointments identified in the report to Cabinet at the start of each calendar year have been actioned as agreed with the Minister. [↑](#footnote-ref-26)
27. 'Output agreement' also refers to memoranda of understanding where funding is not paid via Vote Social Development. [↑](#footnote-ref-27)
28. Comprises 67 contracted workshops with professionals and service providers and 18 additional workshops to help implement the Children’s Teams in Whangarei and Rotorua. [↑](#footnote-ref-28)
29. This result refers to the evaluation of the 67 contracted one-day child protection workshops with professionals. [↑](#footnote-ref-29)
30. The report is based on 50–100 interviews with disabled people. [↑](#footnote-ref-30)
31. This report is published annually by the State Services Commission. [↑](#footnote-ref-31)
32. As well as completing its first full year of operation, the selection of the Property Management Centre of Expertise to co-ordinate the seismic assessment guidance process for state sector agencies contributed to this result exceeding the standard for 2011/2012. [↑](#footnote-ref-32)
33. This includes transfers made under section 26A of the Public Finance Act 1989. [↑](#footnote-ref-33)
34. A case is 'fully investigated' when an assessment is made to either close, take no further action or commence a full investigation. [↑](#footnote-ref-34)
35. This includes cases referred by all sources for further enquiry, for example fraud allegations and data matches. [↑](#footnote-ref-35)
36. The Minister of Finance can agree to more than one specified class of outputs being supplied under a single appropriation. This is known as a Multi-Class Output Appropriation (MCOA). [↑](#footnote-ref-36)
37. The work in relation to the internal audit, review or survey for these measures is conducted during the year and reported on an annual basis. Under the audit, a random sample of reports is reviewed internally during the year to assess if they comply with minimum quality assurance standards. [↑](#footnote-ref-37)
38. The Ministers who received services were the Minister for Social Development, the Minister of State Services, the Associate Ministers for Social Development, the Minister of Youth Affairs, the Minister for Senior Citizens and the Minister for Disability Issues. [↑](#footnote-ref-38)
39. ‘Standard met’ means that all the agreed Deputy Chief Executive Performance Expectations (which are based on the Ministers' work priorities) for the year have been achieved. [↑](#footnote-ref-39)
40. The work in relation to the internal audit, review or survey for this measure is conducted during the year and reported on an annual basis. Under the audit, a random sample of reports is reviewed internally during the year to assess if they comply with minimum quality assurance standards. [↑](#footnote-ref-40)
41. Pre-determined criteria cover the areas of communication, analysis, grounding, risk and overall impression. [↑](#footnote-ref-41)
42. The standard for this measure is based on a continuum of ‘standard not met’, ‘standard met’ and ‘standard exceeded’. [↑](#footnote-ref-42)
43. The Ministers who received services were the Minister for Social Development, the Minister of State Services, the Associate Ministers for Social Development, the Minister of Youth Affairs, the Minister for Senior Citizens and the Minister for Disability Issues. [↑](#footnote-ref-43)
44. ‘Standard met’ means that all the agreed Deputy Chief Executive Performance Expectations (which are based on the Ministers' work priorities) for the year have been achieved. [↑](#footnote-ref-44)
45. The work in relation to the internal audit, review or survey for this measure is conducted during the year and reported on an annual basis. Under the audit, a random sample of reports is reviewed internally during the year to assess if they comply with minimum quality assurance standards. [↑](#footnote-ref-45)
46. Pre-determined criteria cover the areas of communication, analysis, grounding, risk and overall impression. [↑](#footnote-ref-46)
47. The standard for this measure is based on a continuum of ‘standard not met’, ‘standard met’ and ‘standard exceeded’. [↑](#footnote-ref-47)
48. This includes transfers made under section 26A of the Public Finance Act 1989. [↑](#footnote-ref-48)
49. This is a 12-month benefit reapplication process. [↑](#footnote-ref-49)
50. This measure may be extended to include some Domestic Purposes Benefit-related clients as ministerial and policy decisions are made. [↑](#footnote-ref-50)
51. A triage service involves Work and Income working with jobseekers to get them into work before they apply for a main benefit. The aim of triage services is to reduce the number of people requiring the benefit within 28 days of attending a Work for You seminar. [↑](#footnote-ref-51)
52. Foundation Focused Training Opportunity study programmes include but are not limited to improving foundation skills including literacy, language and numeracy, improving employment skills to develop a client's readiness for the workplace and delivering New Zealand Qualification Authority units and credits that align with local industry needs. [↑](#footnote-ref-52)
53. This measure accounts for the number of young people participating in Ministry of Youth Development-funded programmes and activities which engage them in decision-making aspects at a local and national level, such as funding selection panels. This measure was assessed through direct feedback from youth participants. [↑](#footnote-ref-53)
54. Launched by the Minister for the Community and Voluntary Sector in October 2010, the Code of Funding Practice aims to help government agencies and non-profit organisations when entering into government funding arrangements. It sets out seven core codes, 22 key criteria and a range of success indicators. [↑](#footnote-ref-54)
55. Section 249(6) of the Children, Young Persons, and Their Families Act 1989 enables a Family Group Conference to be delayed for special reasons. A Youth Justice Co-ordinator may hold a Family Group Conference outside the normal timeframes or adjourn to a later date due to:

the unavailability of key whānau (especially the custodial parent), the child or young person, a victim or the youth advocate

a delay in receiving information that is critical for the Family Group Conference to consider

the Family Group Conference requesting an adjournment to enable its members to come to an agreement. [↑](#footnote-ref-55)
56. Under section 314(2) of the Children, Young Persons, and Their Families Act 1989, where a young person has been placed on a Supervision with Residence Order, we are required to furnish the Youth Court with a report on whether the young person has earned early release at the two-thirds point of their sentence. These reports enable the Youth Court to make decisions on early release. [↑](#footnote-ref-56)
57. The work in relation to the internal audit, review or survey for this measure is conducted during the year and reported on an annual basis. Under the audit, a random sample of reports is reviewed internally during the year to assess whether they comply with minimum quality assurance standards. [↑](#footnote-ref-57)
58. Assessments for both New Zealand Superannuation and Veterans’ Pensions are completed by the same staff. The increase in workload affects the results for both New Zealand Superannuation and Veteran's Pension assessment measures. [↑](#footnote-ref-58)
59. Five working days for Veteran's Pension entitlement assessments for payment in New Zealand and 20 working days for Veteran's Pension entitlement assessments for payment overseas. [↑](#footnote-ref-59)