

Annual Report

2003-2004





Annual Report

for the year ended 30 June 2004

*Presented to the House of Representatives pursuant to section 39
of the Public Finance Act 1989*

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Hon John Tamihere
Minister for Land Information
Wellington

I have the honour of presenting to you the annual report of Land Information New Zealand for the year ended 30 June 2004.

A handwritten signature in black ink, appearing to be "B. Boyle".

Brendan Boyle
Chief Executive
Land Information New Zealand

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INTRODUCTION

Land Information New Zealand was established on 1 July 1996 and is responsible for the policy, regulation and government service delivery of New Zealand's authoritative land information.

Consistent with the Government's *Managing for Outcomes* framework, LINZ completed its first Statement of Intent (SOI) for the 2003/04 financial year. You can access the LINZ SOI 2003/04 on the LINZ website: www.linz.govt.nz

This annual report accounts for LINZ's performance against the 2003/04 SOI and refers to the outcomes framework, vision and capability improvement initiatives that were in place for that year.

The Statement of Intent 2004/05

In keeping with the evolutionary nature of *Managing for Outcomes*, in 2004 LINZ built on its 2003 document and widened the process to include consultation with stakeholders and staff, and consideration of the risks and capability issues facing the Department.

Accordingly LINZ's second SOI, currently in effect for the 2004/05 financial year, differs from the 2003 version. It includes a more developed outcomes framework and a new vision statement, together with information about risk management and capability issues.

LINZ has not yet developed key performance indicators to measure progress towards achieving outcomes, and plans to do this work in 2004/05.

CHIEF EXECUTIVE'S OVERVIEW

A number of issues dominated LINZ's work for the 2003/04 year and will continue to be a priority. We report the highlights for the year against our outcomes on pages 6-12, and in the Statement of Service Performance on pages 16-29. But I want to mention a few major challenges here.

The South Island High Country

On 11 August 2003, the Government approved a set of 10 objectives for the South Island high country and a work programme to decide how best to achieve them.

In July 2004 LINZ, with the Department of Conservation and the Ministry of Agriculture and Forestry, gained Government approval to develop a strategic framework for the Government's South Island high country objectives, which is intended to guide future decisions. Departments will report back to Government in December 2004 on the framework and progress with the work programme, which includes:

- revised guidelines for identifying significant inherent values;
- economic criteria to assess the contribution the high country makes to New Zealand's economy;
- social/cultural criteria to identify the impacts of conservation and economic decisions on the high country; and
- decision-making criteria to allow the Crown to optimise outcomes (to the extent possible) and help identify the most appropriate tools for achieving the high country objectives.

New Zealanders hold many different views on the future management of the South Island high country. Recognising this, LINZ will continue to meet with stakeholders this coming year to discuss the framework and to resolve any issues of concern where possible.

Landonline

Determining a strategy for Landonline going forward

The successful completion of the original vision for Landonline has brought expectations and demands for further functionality and wider uses for the data maintained in the application. LINZ completed a number of investigations in 2003/04 that will inform the development of a strategy for Landonline going forward.

A key task in 2004/05 is to develop a strategy that provides us with a clear path so staff and customers understand our direction and how it will impact on them.

The strategy will:

- set out activities to be undertaken and the dependencies between them and their logical and chronological relationships, and outline a timetable for their delivery;
- provide options for the future, including our processing centre needs and capability issues; and
- take account of marketing and sales requirements, disaster recovery, application architecture, sustainability of the current mix of software and hardware, and how best to structure vendor relationships.

Electronic lodgement

One challenge ahead is to increase the uptake of electronic lodgement of routine title documents and survey datasets via Landonline. Use of *e-dealing* remained lower than anticipated for the year. LINZ has been addressing this through a revised support strategy and a proactive marketing strategy, which lead to some upturn in usage at year-end.

However, research among the conveyancing community has indicated that the uptake levels forecast in the original Landonline business case will be difficult to achieve while electronic lodgement remains optional.

Baseline appropriation

The baseline appropriation for providing survey and titles services reduced significantly (by over \$7 million) in 2004/05 in line with the Landonline business case. If volume remains high and the uptake of the electronic lodgement functionality continues to be lower than forecast, LINZ's service delivery business will be under increasing pressure to meet timeliness standards while remaining within budget. Unless we have a strong uptake trend by the end of 2004, we may need to seek a revision to the baseline.

Foreshore and Seabed, Public Access Issues

LINZ contributed information and land expertise to both of these issues in 2003/04.

In December 2003, LINZ published a report on New Zealand's coastline, its foreshore, and related issues of private ownership, which assisted policy development on the foreshore and seabed. This was the first time New Zealand has had such a comprehensive picture of the foreshore. LINZ will continue to provide expertise when required on these issues.

Responding to All-of-Government Needs

This new focus defines our contribution of land information and expertise to achieving cross-government outcomes. Determining our role will require us to prioritise the demands and expectations of other government agencies.

We anticipate that most emphasis will be on leading a geospatial strategy for Government, pursuing high country objectives, foreshore and seabed analysis, and taking some practical steps to remove impediments to Māori land development by the creation of an 'electronic bridge' between Landonline and the Māori Land Court.

Recent developments in seabed and oceans policy may lead to increasing demands for an extension of our hydrographic surveying programme.



Brendan Boyle
Chief Executive
Land Information New Zealand

OUTCOMES CONTRIBUTION

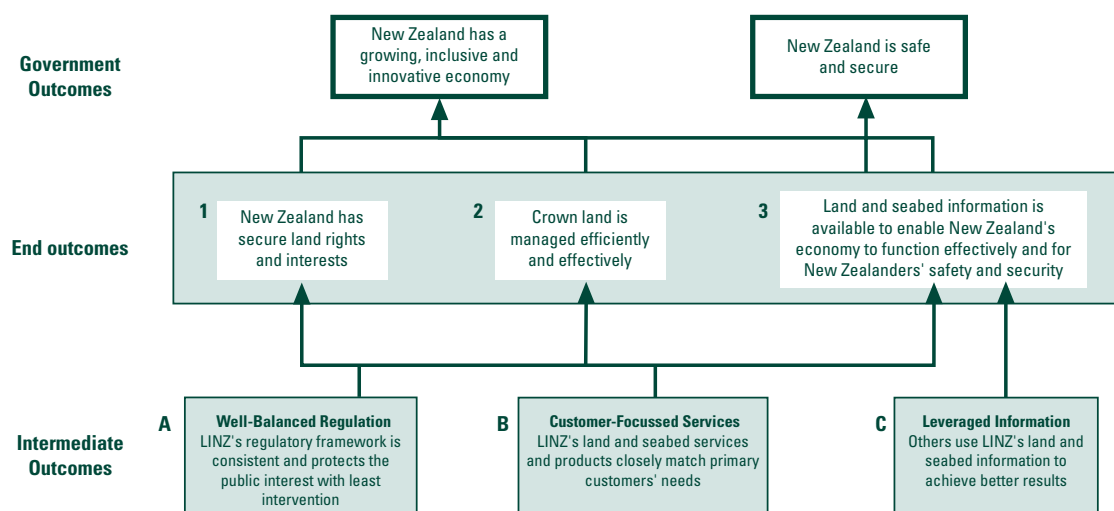
LINZ's Vision and Purpose

Vision: Trusted land and seabed information made easy.

Purpose: LINZ is responsible for providing New Zealand's authoritative land and seabed information. It facilitates the effective use of land and seabed information across government to improve the delivery of services that rely on such information. It also aims to continually improve access for primary customers to government-held land and seabed information.

Outcomes

The LINZ Statement of Intent 2003/04 sets out three end outcomes that LINZ seeks to achieve, together with intermediate outcomes that contribute to those.



Intermediate Outcomes

LINZ's three Intermediate Outcomes are:

- A Well-Balanced Regulation;**
- B Customer-Focussed Services; and**
- C Leveraged Information.**

The SOI 2003/04 contains a strategy diagram on pages 14 and 15 that outlines how LINZ plans to achieve its intermediate outcomes. (You can access the SOI 2003/04 on the LINZ website: www.linz.govt.nz) The strategy shows the key processes that LINZ conducts and outlines capability improvement initiatives to improve those processes. Milestones for 2003/04 were established for the capability improvement initiatives and recorded in the LINZ Output Plan 2003/04.

Achievement highlights by outcome follow:

Intermediate Outcome A: Well-Balanced Regulation
LINZ’s regulatory framework is consistent and protects the public interest with least intervention

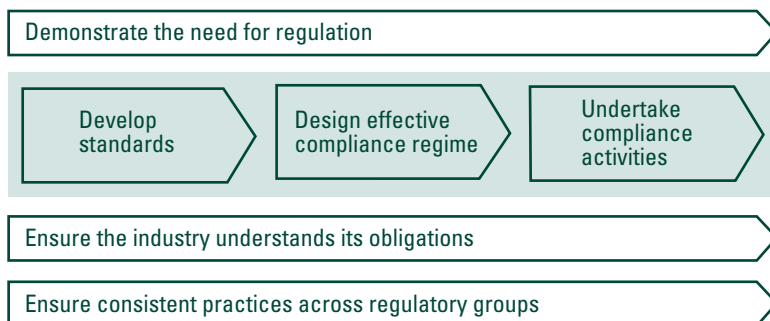
LINZ administers legislation, sets standards and ensures compliance for the following activities:

- the delivery of Crown property management, acquisition and disposal services;
- property valuation for rating purposes; and
- the collection, authorisation, management and dissemination of information associated with the:
 - land rights registration system;
 - geodetic and cadastral survey reference systems; and the
 - topographic and hydrographic information systems.

The Statement of Intent 2003/04 explains that over the next three years, LINZ will bring in a regulatory framework that ensures consistent practices across regulatory regimes. We will demonstrate the need for regulation by continually assessing the public interest and ensuring that the regulatory regimes remain relevant.

To raise the level of first-time compliance with standards (i.e. reduce rework), LINZ will engage more with those who operate in the regulatory environment to ensure they understand and accept their obligations.

The SOI outlines the following six processes that LINZ needs to do well to achieve the outcome of “Well-Balanced Regulation”:



A key achievement in 2003/04 has been realigning the regulatory areas into a “centre of excellence” arrangement to deliver LINZ customers a consistent and robust regulatory environment.

LINZ has clustered its regulatory chiefs and technical expertise together in one group, and created supporting teams within the group that are expert in common regulatory practices such as standard-setting and quality assurance. This approach will help LINZ achieve the outcome of “Well-Balanced Regulation” across all the regulatory areas for which we are responsible.

Highlights by process were:

DEMONSTRATE THE NEED FOR REGULATION

Review existing legislation to ensure effectiveness

A three year programme for review of legislation and regulations for which LINZ is responsible was completed and accepted by the Minister in December 2003. Main items progressed during the year were:

- a review of the New Zealand Geographic Board Act – this review progressed through its discussion paper and public consultation phases. A summary of submissions and policy papers will be completed in early 2004/05;
- a review of fees and charges for survey and title products and services – revised fees were completed in consultation with stakeholders and came into force on 5 July 2004;
- the Public Works Act and Land Act – a suite of papers setting out policy options for a new omnibus Act combining these Acts was submitted to the Cabinet Office at the beginning of 2003/04; and

- the Foreshore and Seabed Bill – LINZ contributed advice and information about the extent of New Zealand’s foreshore to policy and legislation development on this issue.

Implement a risk-based approach to evaluating need for regulation

- LINZ completed a risk assessment framework, and trained regulatory staff in this in February 2004.

DEVELOP STANDARDS

DESIGN EFFECTIVE COMPLIANCE REGIME

UNDERTAKE COMPLIANCE ACTIVITIES

Refine standards methodology and techniques

- LINZ developed a refined standards methodology with Standards NZ and trained regulatory staff in its use in November and December 2003.
- The Crown property land acquisition standards were rewritten using the revised methodology.

Adopt a balanced compliance approach

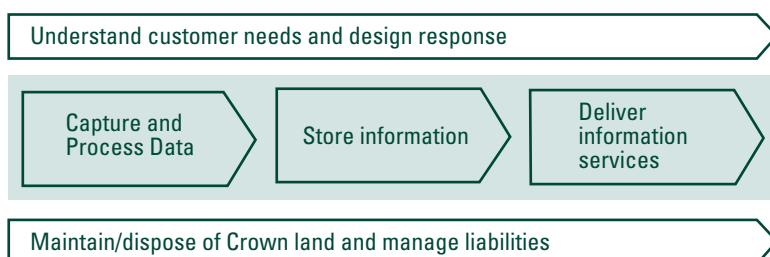
- LINZ conducted a pilot to provide the audit results of accredited suppliers of Crown property work to Crown agencies for the first time. The new approach has been well-received by the suppliers and Crown agencies in the pilot.
- LINZ undertook an extra set of valuation database audits for city and district councils to help them restructure their valuation rolls to comply with the new Rating Valuation legislation.

Intermediate Outcome B: Customer-Focussed Services

LINZ’s services and products closely match primary customers’ needs

Over the last five years, LINZ has moved to the forefront of creating new forms of digital information. As more businesses and private individuals adopt digital technologies, there is an increasing demand for electronic delivery of services and products. At the same time LINZ recognises that some will continue to prefer manual options. To remain relevant and efficient, an intermediate outcome for LINZ is to closely match primary customers’ needs with LINZ’s services and products.

The SOI outlines the following five processes LINZ needs to do well to achieve the outcome of “Customer-Focussed Services”:



A key achievement in 2003/04 has been to cluster all LINZ’s customer-related activities in a new Customer Services group, with the aim of delivering “Customer-Focussed Services”.

Highlights by process were:

UNDERSTAND CUSTOMER NEEDS AND DESIGN RESPONSE

Confirm customer service offered for land titles, surveys and coordinates

- LINZ developed and agreed a consultation framework for changes to Landonline with the NZ Law Society and NZ Institute of Surveyors – it was completed on 13 August 2003. The framework was used in October and November 2003 to prioritise and agree the content of the Landonline 2.4 release scheduled for mid June 2004. The process was refined further after feedback from stakeholders, and the refined process was used in April 2004 to prioritise content for the 2.5 release in November 2004.

CAPTURE AND PROCESS DATA

Landonline

- Three new versions of Landonline were successfully implemented on time throughout the year. The releases included a database memory upgrade, a revised survey plan generation tool and functionality to enable online certification by territorial authorities, and the new Landonline logo.
- *e-survey* functionality was made available nationwide from November 2003.
- LINZ completed the Survey Conversion project in December 2003 with a total of 1.35 million land parcels uploaded.
- Survey plan and title transaction processing timeliness performance standards were achieved throughout the year. Volumes were significantly higher than for the previous year with titles transactions 27.6% above forecast.
- The requisition rate (rework) achieved for survey plans and datasets fell from 37.1% to 27.9% in 2003/04.
- A focussed effort resulted in considerable improvements in Landonline stability and performance throughout the year. Outages will never be totally eliminated and LINZ continues to work on optimising recovery methods to reduce the amount of downtime.

Migrate Landonline customers to electronic lodgement

- LINZ developed and implemented a Landonline marketing strategy to drive customer uptake of the electronic lodgement functionality. In May 2004, customer events were held around the country, partly to launch the refreshed Landonline website. LINZ also introduced a new-look online customer newsletter in June 2004.

Response to all these initiatives from both survey and titles customers has been positive and e-lodgement uptake is starting to improve. The focus is now on developing a customer support strategy.

Hydrographic information

- LINZ completed the 2004 Antarctic survey. We also filled in gaps from the previous survey, and undertook further work around the Balleny islands, establishing a safe passage into an emergency anchoring point.
- LINZ calculated co-ordinates for the common Continental Shelf boundary negotiated between Australia and New Zealand, and determined a boundary between the Tokelaus, Wallis and Futuna, and Western and American Samoa.

STORE INFORMATION

Explore ways to improve storage/access

- LINZ completed a Common IT Infrastructure framework for the LINZ-managed environment and has issued an RFP for the supply of a common storage area. The framework includes current and future applications that will need to be supported within LINZ.
- Management approved a business case for a LINZ electronic document management system (EDMS) in November 2003. A preferred vendor has been selected to deliver the EDMS, and the two-year project is scheduled to commence in early 2004/05.

DELIVER INFORMATION SERVICES

Investigate alternative service delivery options for those without Internet access

- In March 2004, LINZ began developing a strategy to define our future role in providing topographic information, including online delivery. The information gathering process is underway, and the strategy is aimed for completion by November 2004.

Improve key competencies of LINZ staff in line with the Virtual Agency Strategy – moving to eLINZ

- LINZ developed a programme to achieve our capability outcomes in October 2003, and began the following initiatives:
 - *Developing and implementing a programme to grow a talent pool using future recruitment* (an analysis of talent lost and gained due to turnover and subsequent recruitment was completed for 2003/04).
A programme to create a talent pool using future recruitment is scheduled for 2004/05.
 - *Management Development* – LINZ has continued to support the Leadership Development Centre and Public Sector Training Organisation initiatives. In 2003/04, five LINZ staff completed papers towards the Masters of Public Administration degree run by the Australia and New Zealand School of Government (ANZSOG), and a senior manager took part in the ANZSOG Executive Fellows Programme.
 - *Investigating the feasibility of a mechanism for secondments and exchanges (internal and external)* – LINZ took part in the development of secondment guidelines for the State Services Commission Human Resources Framework initiatives. The SSC released the guidelines in late June 2004 and LINZ is adapting them for internal and external use.

Explore electronic delivery for geospatial information

- LINZ completed the first stage of a new vertical datum for New Zealand in 2003/04, with the development of a preliminary geoid model.

The geoid model maps the difference between sea-level heights (which differ because of sea surface shape and variations in the Earth's gravity field) and GPS heights (which are based on a mathematical shape). The vertical datum will be a single height system based on the Earth's gravity field (which is the geoid) and will help improve the accuracy of mapping and surveying activities.

- The Department also completed a programme to install half of the South Island active GPS network stations to support the GPS continuous tracking system – eight new stations were installed and a further three stations incorporated into the network.

MAINTAIN/DISPOSE OF CROWN LAND AND MANAGE LIABILITIES

Simplify the tenure review process and prioritise properties to best achieve Government outcomes

- The tenure review programme progressed in accordance with a Government decision to give priority to those properties in the advanced stage of the programme.

As at 30 June 2004, the programme had 30 unconditional contracts in place, 14 entered into in 2003/04. Of these, eight are complete, with freehold titles issued.

Accepted substantive proposals as at 30 June 2004 provide for the return of approximately 49,213 hectares to full Crown ownership and approx 93,740 hectares to be freeholded. Nineteen pastoral lessees accepted invitations to enter the tenure review programme.

- On 11 August 2003, Government approved a set of 10 objectives for the South Island high country and a work programme to decide how best to achieve them. The first report back to Ministers on this topic was submitted in December 2003 and approved. The paper was prepared jointly by LINZ, the Department of Conservation and the Ministry of Agriculture and Forestry.

Government approved a second report back paper, together with a paper proposing that a strategic framework be developed for optimising the achievement of Government’s objectives, on 19 July 2004. These papers and decisions are available on the LINZ website: www.linz.govt.nz

- LINZ also finished a comprehensive review of the tenure review process, resulting in significant improvements for simplifying and improving the process. Changes included:
 - a new public submission process that promotes full and fair consideration of all submissions and provides for improved communication of outcomes
 - considering information gathered from all parties, specifically including the lessee, before developing an opening position for the Crown’s draft proposal
 - the delineation of agreed Conservation Act marginal strips on tenure review designations plans and survey plans
 - an improved valuation methodology for tenure review financial settlements based on a Current Market Valuation model.
- On 1 December 2003, Government agreed to transfer Molesworth Station from Crown land managed by LINZ to the conservation estate, while retaining a lease to Landcorp Farming Ltd. LINZ has been working with the Department of Conservation to facilitate the transfer and finalise the lease conditions.

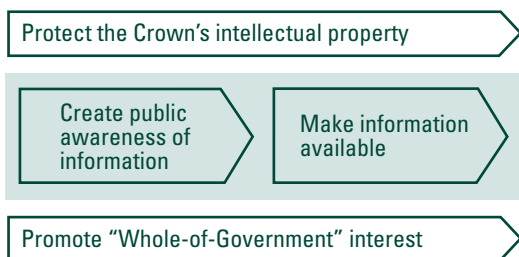
Intermediate Outcome C: Leveraged Information
Others use LINZ’s land and seabed information to achieve better results

Intermediate Outcome C reflects LINZ’s contribution to the “whole-of-government” interest by allowing others to leverage off our land information so they can achieve better results.

The strategy for 2003/04 included:

- raising public awareness of the information available and its potential uses;
- making our information more easily accessible where possible, encouraging more people to use the information and to develop innovative products to help the New Zealand economy to grow; and
- actively promoting the whole-of-government interest by leading cross-government initiatives on land and seabed information for the benefit of New Zealanders, where appropriate.

The SOI outlines the following four processes that LINZ needs to do well to achieve the outcome of “Leveraged Information”:



The following process extends across all of LINZ’s intermediate outcomes:



Highlights by process were:

ENSURE CONSISTENCY WITH TREATY OF WAITANGI PRINCIPLES AND CROWN OBLIGATIONS TO MĀORI

Investigate options for making improvements to the Māori land titles system

- LINZ developed a joint initiative with the Ministry of Justice to register currently unregistered Māori Land Court Orders in the Land Transfer system. Government accepted the initiative as part of Budget 2004/05, and it is expected to begin in early 2004/05.
- In consultation with the Ministry of Justice, LINZ began an evaluation of the viability of building an electronic 'bridge' between LINZ's Landonline system and the Māori Land Court's Māori Land Information System.
- LINZ contributed policy advice on Treaty of Waitangi negotiations and assisted with the implementation of settlements with Te Uri O Hau, Ngati Tama, Ngāti Ruanui, Ngāi Tahu, Ngati Awa and Tuwharetoa (Bay of Plenty).

Improve availability of and access to Māori land information

- The results of the National Māori Land Information Research project were published in a report and presented to the Minister in October 2003.

CREATE PUBLIC AWARENESS OF INFORMATION

Define potential non-core users and access channels

- LINZ commissioned external and internal research to gain an understanding of how effective our current communication is with customers and staff, and how we can improve. Both reports were completed at the end of June 2004 and will be developed into a communications strategy in 2004/05.

Increase visibility of land and seabed information on the Government portal and LINZ internet site

- The Landonline website was relaunched in May 2004 as part of the Landonline Customer Initiative Programme initiated in January 2004. The site was redeveloped in accordance with the eGovernment Web Guidelines, which included new branding and an improved structure for access to the information.
- LINZ began a project to develop an Internet Architecture and Hosting Strategy, with a draft aimed for completion in July 2004.
- LINZ continued its involvement with eGovernment initiatives this financial year, including participation in the following:
 - e-Awareness survey
 - Authentication project
 - Information and Communications Technology feasibility project
 - eGOV Watch Assessment – LINZ came first out of 25 in the eGovernment Watch Assessment of government websites. In this initiative the websites were independently assessed against the Web Guidelines version 2.1. A number of improvements were identified in the assessment that could further enhance the LINZ websites.

Enhance the utility of geospatial data to improve Government decision-making

- LINZ is leading the development of a geospatial strategy for Government, and aims to complete a public discussion document about the future role of Government in this area in late 2004.

STATEMENT OF RESPONSIBILITY

In terms of sections 35 and 37 of the Public Finance Act 1989, I am responsible, as Chief Executive of Land Information New Zealand, for the preparation of Land Information New Zealand's financial statements and the judgements made in the process of producing those statements.

I have the responsibility of establishing and maintaining, and I have established and maintained, a system of internal control procedures that provide reasonable assurance as to the integrity and reliability of financial reporting.

In my opinion, these financial statements fairly reflect the financial position and operations of Land Information New Zealand for the year ended 30 June 2004.



*Brendan Boyle
Chief Executive
Land Information New Zealand
23 September 2004*

Countersigned by:



*B Usherwood
Chief Financial Officer
Land Information New Zealand
23 September 2004*

AUDIT REPORT

TO THE READERS OF THE LAND INFORMATION NEW ZEALAND FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2004

The Auditor-General is the auditor of Land Information New Zealand (the "Department"). The Auditor-General has appointed me, B R Penrose, using the staff and resources of Ernst & Young, to carry out the audit of the financial statements of the Department, on his behalf, for the year ended 30 June 2004.

Unqualified Opinion

In our opinion the financial statements of the Department on pages 16-52:

- comply with generally accepted accounting practice in New Zealand; and
- fairly reflect:
 - the Department's financial position as at 30 June 2004;
 - the results of its operations and cash flows for the year ended on that date;
 - its service performance achievements measured against the performance targets adopted for the year ended on that date; and
 - the assets, liabilities, revenues, expenses, contingencies, commitments and trust monies managed by the Department on behalf of the Crown for the year ended 30 June 2004.

The audit was completed on 23 September 2004, and is the date at which our opinion is expressed.

The basis of the opinion is explained below. In addition, we outline the responsibilities of the Chief Executive and the Auditor, and explain our independence.

Basis of Opinion

We carried out the audit in accordance with the Auditor-General's Auditing Standards, which incorporate the New Zealand Auditing Standards.

We planned and performed our audit to obtain all the information and explanations we considered necessary in order to obtain reasonable assurance that the financial statements did not have material misstatements, whether caused by fraud or error.

Material misstatements are differences or omissions of amounts and disclosures that would affect a reader's overall understanding of the financial statements. If we had found material misstatements that were not corrected, we would have referred to them in the opinion.

Our audit involved performing procedures to test the information presented in the financial statements. We assessed the results of those procedures in forming our opinion.

Audit procedures generally include:

- determining whether significant financial and management controls are working and can be relied on to produce complete and accurate data;
- verifying samples of transactions and account balances;
- performing analyses to identify anomalies in the reported data;
- reviewing significant estimates and judgements made by the Chief Executive;
- confirming year-end balances;
- determining whether accounting policies are appropriate and consistently applied; and
- determining whether all financial statement disclosures are adequate.

We did not examine every transaction, nor do we guarantee complete accuracy of the financial statements.

We evaluated the overall adequacy of the presentation of information in the financial statements. We obtained all the information and explanations we required to support the opinion above.

Responsibilities of the Chief Executive and the Auditor

The Chief Executive is responsible for preparing financial statements in accordance with generally accepted accounting practice in New Zealand. Those financial statements must fairly reflect the financial position of the Department as at 30 June 2004. They must also fairly reflect the results of its operations and cash flows and service performance achievements for the year ended on that date. In addition, they must fairly reflect the assets, liabilities, revenues, expenses, contingencies, commitments and trust monies managed by the Department on behalf of the Crown for the year ended 30 June 2004. The Chief Executive's responsibilities arise from the Public Finance Act 1989.

We are responsible for expressing an independent opinion on the financial statements and reporting that opinion to you. This responsibility arises from section 15 of the Public Audit Act 2001 and section 38(1) of the Public Finance Act 1989.

Independence

When carrying out the audit we followed the independence requirements of the Auditor-General, which incorporate the independence requirements of the Institute of Chartered Accountants of New Zealand.

Ernst & Young has also conducted assurance procedures in respect of information technology security. Other than this assignment and in our capacity as auditor acting on behalf of the Auditor-General, we have no relationship with or interests in the Department.



*B R Penrose
Ernst & Young
On behalf of the Auditor-General,
Wellington,
New Zealand*

PERFORMANCE INFORMATION

Statement of Objectives and Service Performance

Output Class D1 – Policy Advice

This class of outputs includes the provision of policy advice to the Government and to the Minister relating to land, property and seabed information as well as the provision of ministerial support.

Output 110 – Policy Development and Ministerial Services

Description

This output involves the provision of policy advice, briefings and support on matters relating to the following departmental functions:

- land rights register;
- property valuation for rating purposes;
- geodetic and cadastral survey reference systems;
- topographic and hydrographic information systems; and
- management, acquisition and disposal of Crown land and Crown land-related liabilities and responsibilities (outside the conservation estate);

and the provision of support to the Minister, which includes:

- draft replies to ministerial correspondence (including Official Information Act and Ombudsmen requests);
- answers to Parliamentary questions;
- draft speech notes;
- draft communication releases;
- briefing notes; and
- the production of the Department's accountability documents (*Estimates, Statement of Intent, Annual Report, Output Plan*).

The policy advice function encompasses:

- new policy proposals;
- reviews of legislation, proposed new legislation, reports to Cabinet, Cabinet committees and Parliamentary select committees; and
- consultation with and advice to other departments on policy matters relating to departmental functions.

Projected Performance	Performance Achieved
Quantity	
• All milestones in the Output Plan completed.	Four of nine projects completed. Five projects will continue in 2004/05 with the agreement of the Minister.
• Policy advice, briefings and support on matters relating to departmental functions provided to the Minister as required.	267 briefing notes and submissions were provided to the Minister by 30 June 2004.
• 200 (est) ministerials processed. (Range is 180-220)	331 ministerials were processed.
• 40 (est) Parliamentary questions answered. (Range is 30-50)	77 Parliamentary questions were answered.
• Accountability documents (as indicated in the description) completed.	All accountability documents were completed (<i>Annual Report 2002/03, Statement of Intent, Estimates and Output Plan 2004/05</i>).

Projected Performance	Performance Achieved
Quality	
<ul style="list-style-type: none"> All policy advice, ministerial responses and other reports will be to the policy advice quality standards at Appendix A. 	All standards were complied with.
<ul style="list-style-type: none"> The Department will achieve a minimum rating of "good" from six-monthly assessments by the Minister on its performance against the policy advice and ministerial communication quality standards. 	<p><u>Policy Advice</u>: The Minister rated this service as good (January 2004) and very good (July 2004).</p> <p><u>Ministerial Communication</u>: The Minister rated this service as very good.</p>
<ul style="list-style-type: none"> 95% of the Department's Cabinet papers will be acceptable to the Minister's office or Cabinet Office, without amendment. 	<p>81% (21/26) of Cabinet papers were accepted by the Minister's office and the Cabinet Office without amendment.</p> <p><i>Five papers required minor amendment. LINZ has now tightened its checking process.</i></p>
<ul style="list-style-type: none"> The Department will seek advice yearly from an independent person who will undertake a quality assessment of a selection of the Cabinet papers prepared by the Department during the year and provide feedback for improvement. 	An independent review is scheduled for the first quarter of 2004/05.
<ul style="list-style-type: none"> 95% of responses to ministerial correspondence will be acceptable for the Minister's signature, without amendment. 	All responses to ministerial correspondence were accepted without amendment.
<ul style="list-style-type: none"> 100% of base data in Parliamentary questions will be accurate. 	All base data was accurate.
<ul style="list-style-type: none"> Accountability documents will meet the advised standards and specifications. 	All standards were complied with.
Timeliness	
<ul style="list-style-type: none"> All milestones in the Output Plan will be completed by the dates specified in the plan or as negotiated with the Minister. 	Four of nine projects met the specified deadlines. Five projects have new deadlines in 2004/05 as agreed with the Minister.
<ul style="list-style-type: none"> All policy advice, briefings, and support on matters relating to departmental functions will be delivered within agreed or statutory timeframes. 	All stated deadlines were met.
<ul style="list-style-type: none"> All replies to ministerial correspondence will be provided to the Minister's office within 10 working days or by a date agreed with the Minister's office. 	All replies were provided within 10 working days or the date agreed with the Minister's office.
<ul style="list-style-type: none"> All replies to questions will be provided by the date specified by the Minister's office. 	All replies to questions were provided to the Minister's office by the specified date.
<ul style="list-style-type: none"> All accountability documents will be completed by the specified deadlines. 	All deadlines were met.

Financial Performance

Actual 30/6/03 \$000		Actual 30/6/04 \$000	Voted 30/6/04 \$000
2,061	Revenue Crown	2,204	2,204
2,061	Total Revenue	2,204	2,204
2,021	Total Expenses	2,084	2,204
40	Net Surplus/(Deficit)	120	0
2,279	Appropriation	2,360	2,480

Output Class D2 – Standards and Quality Assurance

Description

This output class includes the regulatory activities for which the Department is responsible. It encompasses standard-setting and quality assurance for the following activities:

- delivery of Crown property management, acquisition and disposal services;
- property valuation for rating purposes; and
- collection, authorisation, management and dissemination of information associated with the:
 - land rights registration system;
 - geodetic and cadastral survey reference systems; and the
 - topographic and hydrographic information systems.

There are two outputs in this output class:

Output 210 – Standards

Description

This output includes the development, review and implementation of standards for the quality and functionality of the national systems for which LINZ is responsible. In addition this output involves:

- the provision of technical advice to the Government and stakeholders;
- statutory delegations for registration and survey functions;
- support to the Valuers Registration Board and the New Zealand Geographic Board;
- support to the electoral system, dealing with claims for compensation made under the Land Transfer Act;
- appeals from decisions of delegated staff; and
- liaison and exchanges of information internationally and with national advisory groups on standards.

Projected Performance	Performance Achieved
Quantity	
<ul style="list-style-type: none"> • All milestones in the Output Plan completed. 	Five of eight projects completed. Three projects will continue in 2004/05 with the agreement of the Minister.
<ul style="list-style-type: none"> • 51 (est) standards developed or reviewed and implemented as new government policy, legislation, case law, audit findings, risk analysis and technology changes require in the following regulatory areas: <ul style="list-style-type: none"> – land rights register – survey system – valuation for rating purposes – topographic/ hydrographic information – Crown property. (range 42-63) 	30 standards and guidelines were developed or reviewed, and implemented. <i>The seven categories of the Rating Valuation Rules were not reviewed this year. Development of other standards was deferred until 2004/05 pending the implementation of a new standard development process.</i>
Quality	
<ul style="list-style-type: none"> • All reports for milestones in the Output Plan will meet the policy advice quality standard attached as Appendix A. 	The one report prepared met the standard.
<ul style="list-style-type: none"> • All implementation projects in the Output Plan will meet the quality standards as defined in the project work programme. 	All implementation projects met the defined quality standards.
<ul style="list-style-type: none"> • All standards will be consistent with the LINZ regulatory standard setting process and standard for standards as assessed by the Standards Review Committee. 	All standards issued were consistent with the process.
<ul style="list-style-type: none"> • All standards will be signed off by the responsible regulatory chief. 	All standards were signed off by the responsible regulatory chief.

Projected Performance	Performance Achieved
Timeliness	
<ul style="list-style-type: none"> All milestones in the Output Plan will be completed by the dates specified in the plan or as negotiated with the Minister. 	Five of eight projects met the specified deadlines. Three projects have new deadlines in 2004/05 as agreed with the Minister.
<ul style="list-style-type: none"> All standards will be developed, reviewed and implemented in accordance with the timeframes specified in each business group's annual business plan. 	All standards reviewed and implemented in accordance with the business plan timeframes, subject to some reprioritisation.

Output 220 – Quality Assurance

Description

This output involves the ongoing monitoring and auditing of compliance (including the accreditation of service providers) to ensure that standards are met.

Projected Performance	Performance Achieved
Quantity	
<ul style="list-style-type: none"> An annual QA monitoring plan will be completed. 	Annual monitoring plans completed.
<ul style="list-style-type: none"> 15 audit programmes will be completed in the following regulatory areas: <ul style="list-style-type: none"> land rights register survey system valuation for rating purposes topographic/ hydrographic information Crown property. 	14 audit programmes were completed. One audit programme was delayed until changes to the Crown property clearance process are completed in 2004/05.
Quality	
<ul style="list-style-type: none"> The annual QA monitoring plan will include: <ul style="list-style-type: none"> areas identified by "high risk area" reports follow-up of previous audit recommendations relevant standards to be complied with. 	The annual QA monitoring plans include these elements.
<ul style="list-style-type: none"> All audits will meet the criteria specified in the terms of reference for each audit. 	All audits met the criteria specified in each terms of reference.
Timeliness	
<ul style="list-style-type: none"> All timeframes specified in the annual business plan will be met. 	All audits met the timeframes specified in the audit schedule.
<ul style="list-style-type: none"> All audits conducted under these programmes will meet the timeframes specified in the terms of reference for each audit. 	All audits met the criteria specified in each terms of reference.

Financial Performance

Actual 30/6/03 \$000		Actual 30/6/04 \$000	Voted 30/6/04 \$000
7,993	Revenue Crown	4,964	4,964
2,355	Other Revenue	6,292	5,947
10,348	Total Revenue	11,256	10,911
10,144	Total Expenses	10,060	10,567
204	Net Surplus/(Deficit)	1,196	344
11,438	Appropriation	11,467	11,931

Output Class D3 – Land and Seabed Data Capture and Processing

Output Class 3 involves the collection of data for specific public policy, operational business, or legislative purposes. It includes the capture and processing (receipt, validation, authorisation, manipulation, updating) of hydrographic, topographic, land title and survey information (cadastral and geodetic). There are four outputs in this output class:

Output 310 – Delivery of the Land Rights Registration and Cadastral Survey Systems

Description

The delivery of accurate and timely services in relation to the land rights registration and cadastral survey systems including:

- registration of land title transactions;
- issue of new land titles;
- authorisation of cadastral survey datasets; and
- updating of the cadastral survey reference system.

Work in this output is defined in the annual service delivery work programmes of the Registrar-General of Land and the Surveyor-General in LINZ.

Projected Performance	Performance Achieved
Quantity	
<ul style="list-style-type: none"> • 150,000 (est)¹ titles documents processed from electronic lodgement. (range 100,000- 200,000) 	10,092 documents processed. <i>There has been a lower than forecast volume of electronic lodgements. A customer initiatives programme to encourage uptake of electronic lodgement has been implemented</i>
<ul style="list-style-type: none"> • 580,000 (est) titles documents processed from paper lodgement or return from requisition. (range 480,000-680,000) 	910,479 documents processed. The number is higher due to lower than expected volume of <u>electronic</u> lodgements, and economic conditions for property transactions being more favourable than forecast.
<ul style="list-style-type: none"> • 800 (est)² cadastral survey datasets processed from electronic lodgement. (range 500-1,500) 	312 cadastral survey datasets processed. <i>There has been a lower than forecast volume of electronic lodgements. A customer initiatives programme to encourage uptake of electronic lodgement has been implemented.</i>
<ul style="list-style-type: none"> • 15,200 (est) cadastral survey datasets processed from paper lodgement or return from requisition. (range 13,000-17,000) 	13,377 cadastral survey datasets processed.
Quality	
<ul style="list-style-type: none"> • A minimum rating of "good" is achieved in the quality category of monthly independent telephone surveys of randomly-selected regular customers. 	The standard of "good" was met or exceeded every month, except for "survey plan approval" quality for four months. <i>Changes have been introduced to improve the plan examination process, including requisition fees, which had an impact on customer perceptions.</i>
<ul style="list-style-type: none"> • All titles documents processed according to standards set by the Registrar-General of Land. 	All titles documents processed according to standards set by the RGL.
<ul style="list-style-type: none"> • Error ratings recorded against titles will be 0.2% or less as recorded in the Corrections Register. 	Standard met. The average error rate for all processing centres was 0.086%.
<ul style="list-style-type: none"> • All cadastral survey datasets processed and integrated into Landonline according to standards set by the Surveyor-General. 	All approved cadastral survey datasets complied with the standards.

¹ Based on the current Landonline stage two roll-out strategy – 21% of routine title documents lodged and processed electronically from 1 July 2003-30 June 2004 (range 16%-27%).

² Based on the current Landonline stage two roll-out strategy – 5% of cadastral survey datasets lodged electronically from 1 July 2003-30 June 2004 (range 0%-10%).

Projected Performance	Performance Achieved
Timeliness	
<ul style="list-style-type: none"> A minimum rating of "good" is achieved in the timeliness category of monthly independent telephone surveys of randomly-selected regular customers. 	The standard of "good" was met or exceeded every month.
<ul style="list-style-type: none"> Landonline system available 98.75% of the time between 7am and 7pm on working days³. 	The system was available 98.66% of the time.
<ul style="list-style-type: none"> 90% of titles documents processed from paper lodgement or return from requisition within 15 working days⁴. 	94.2% were processed within 15 working days.
<ul style="list-style-type: none"> 90% of cadastral survey datasets processed from electronic lodgement or return from requisition within 10 working days. 	96.8% were processed within 10 working days.
<ul style="list-style-type: none"> 90% of cadastral survey datasets processed from paper lodgement or return from requisition within 25 working days. 	94.7% were processed within 25 working days.
<ul style="list-style-type: none"> 90% of cadastral survey datasets integrated into Landonline within 20 working days from approval/ deposit⁵. 	71.2% were processed within 20 working days. <i>Processes have been improved and training provided to staff in this complex activity, which was introduced with Landonline.</i>

Output 320 – Generation of the national authoritative geospatial record

Description

This output involves delivering the services necessary to meet the requirements set out in the annual work programmes of LINZ's regulatory groups for the generation of the national authoritative geospatial record, i.e. the geodetic reference system, topographic and hydrographic information and the electoral spatial reference dataset. The work programmes aim to ensure that the data generated is relevant and necessary for the customer and meets the required quality standards.

Projected Performance	Performance Achieved
Quantity	
<ul style="list-style-type: none"> Data on 41 (est) topographic mapsheet areas revised. (range 29-41) 	16 topographic mapsheets revised. Nine are contracted for completion by August 2004. <i>The annual work programme was revised to 25 topographic mapsheets.</i>
<ul style="list-style-type: none"> 54 (est) topographic maps printed. (range 45-54) 	52 topographic maps printed.
<ul style="list-style-type: none"> Data on 14 (est) hydrographic chartsheet areas revised. (range 11-14) 	Eight hydrographic chartsheets revised. Five charts will be completed by August 2004.
<ul style="list-style-type: none"> 1,000 (est) surveyed and/or maintained geodetic control marks. (range 800-1,200) 	1,106 marks completed.
<i>Electoral Spatial Reference Dataset actions</i>	
<ul style="list-style-type: none"> 2,500 (est) address location requests processed. (range 2,000-3,000) 	2,676 requests processed.
<ul style="list-style-type: none"> 13,500 (est) actions arising from new cadastral datasets processed. (range 11,500-15,500) 	10,757 actions processed. <i>These actions are linked to cadastral survey dataset lodgements which were lower than forecast.</i>

³ Note that documents can be lodged between 9am and 4pm on working days.

⁴ Electronically lodged titles documents are processed immediately online.

⁵ 20 working days from deposit of Land Transfer cadastral datasets, or from approval of Māori Land or Survey Office cadastral datasets.

Projected Performance	Performance Achieved
Quality	
<ul style="list-style-type: none"> All topographic and hydrographic data generated will meet the standards of the Chief Topographer /Hydrographer as assessed by QA audit. 	Standards met.
<ul style="list-style-type: none"> All geodetic data generated will meet the quality standards of the Surveyor-General as assessed by QA audit. 	Standards met.
<ul style="list-style-type: none"> All electoral spatial reference dataset actions will meet the quality standards in the SLAs with Statistics New Zealand, the Electoral Enrolment Centre, the Chief Electoral Office and the Surveyor-General, as assessed by QA audit. 	Standards met.
Timeliness	
<ul style="list-style-type: none"> 95% of new data, maps or charts available in the databases or for dissemination and inclusion in NZTopoOnline within 20 working days after acceptance. 	<p>47% of completed charts were available within the timeframe. <i>Publication of two charts has been withheld to incorporate new data.</i> All new map data was available in LINZ's databases within the timeframe; 50% was included in NZTopoOnline in that time. LINZ now updates NZTopoOnline six-monthly. All new map data was updated from the bulk data extract within 20 working days of receipt.</p>
<ul style="list-style-type: none"> 95% of notified critical changes, errors or omissions to topographic data available on NZTopoOnline within four working days of acceptance for individual features. 	No notified critical changes were received.
<ul style="list-style-type: none"> 95% of new geodetic data available in the databases or for dissemination within 20 working days after receipt. 	<p>75.1% of new data actions (11,576 of 15,405) processed within standard. <i>Performance was affected by a backlog of work carried over from 2002/03 and the diversion of resources to assist with cadastral network adjustments.</i></p>
<i>Electoral Spatial Reference Dataset actions</i>	
<ul style="list-style-type: none"> 90% of address location requests processed in 20 working days from receipt. 	<p>69.1% of requests processed within standard. <i>Priority was given to resolving outstanding requests carried over from 2002/03, which impacted adversely on performance for new requests. This measure will be reviewed in 2004/05.</i></p>
<ul style="list-style-type: none"> 90% of actions arising from new cadastral datasets processed within 10 working days of approval/deposit⁶. 	96.2% of actions processed within standard.

⁶ 20 working days from deposit of Land Transfer cadastral datasets, or from approval of Māori Land or Survey Office cadastral datasets.

Output 330 – Generation of data to support New Zealand’s legal Continental Shelf definition

Description

This output involves the delivery of data collection and analysis services necessary to meet the requirements of the work programme for the definition of New Zealand’s Continental Shelf. The Ministry of Foreign Affairs and Trade (MFAT) is the agency responsible for the submission to the United Nations Commission on the Continental Shelf.

Projected Performance	Performance Achieved
Quantity	
<ul style="list-style-type: none"> The Three Kings Ridge/Colville Ridge submission report. 	Submission Report received by LINZ from contractor on 27 November 2003.
Quality	
<ul style="list-style-type: none"> Report will be completed in terms of the contract specifications and standards. 	Report met the required standards (confirmed by peer review).
Timeliness	
<ul style="list-style-type: none"> Report accepted by MFAT by 30 June 2004. 	Report accepted by MFAT on 3 March 2004.

Output 340 – Delivery of the Crown Property Clearance Service

Description

This output is the provision of a property clearance service for work undertaken by accredited agents. This work involves:

- ensuring that all relevant information has been researched and assessed for relevance to the specific property;
- that the conclusions reached are in line with the facts and the legislative provisions; and
- that the recommendation is consistent with those conclusions.

Projected Performance	Performance Achieved
Quantity	
<ul style="list-style-type: none"> 3,000 (est) property reports will be cleared and a statutory decision made. (range 2,500-3,500) 	3,232 decisions made.
Quality	
<ul style="list-style-type: none"> The service will be provided in accordance with the standards of the General Manager Property Regulatory Group as assessed by QA audit. 	The service was provided in accordance with the standards.
Timeliness	
<ul style="list-style-type: none"> 95% of statutory reports and recommendations received will be cleared or responded to within five working days. 	87% were cleared or responded to within five working days. 95% were cleared in seven working days.

Financial Performance

Actual 30/6/03 \$000		Actual 30/6/04 \$000	Voted 30/6/04 \$000
13,205	Revenue Crown	19,525	19,951
28,464	Other Revenue	20,519	18,947
41,669	Total Revenue	40,044	38,898
38,671	Total Expenses	41,951	45,334
2,998	Net Surplus/(Deficit)	(1,907)	(6,436)
43,880	Appropriation	46,957	50,196

Output Class D4 – Land and Seabed Information Storage and Management

This output class includes the efficient and secure management of LINZ's databases and systems for storing and managing data, including enhancements to relevant processes and systems. Protection of the Government's ownership interest in terms of maintaining capability and future-proofing is an important aspect of this output class.

There are two outputs in this output class:

Output 410 – Ongoing maintenance of an information systems infrastructure that protects the integrity and security of authoritative databases

Description

This output ensures the ongoing maintenance of an information systems infrastructure that protects the integrity and security of LINZ's authoritative databases (including the land rights register, the geodetic and cadastral survey reference system, topographic, hydrographic and Crown land databases and the electoral spatial reference dataset). It includes database management, disaster recovery systems, protection of intellectual property rights, protection against physical damage, corruption, illegal alteration, deterioration, and obsolescence. This output also includes routine replacement of software and hardware. This work is performed on a project basis and the LINZ prioritisation and project management processes apply.

Projected Performance	Performance Achieved
Quality	
<ul style="list-style-type: none"> LINZ paper records held off-site will be stored in a secure facility and managed in accordance with the standards in the contract as agreed in consultation with National Archives. 	Standards met. LINZ has a national contract with Recall Total Information Management.
<ul style="list-style-type: none"> Electronic facilities management for Landonline managed in accordance with the quality standards in the contract. 	Standards met, except for availability of Landonline. <i>Availability standard was not met for four months due to technical difficulties that have now been resolved.</i>
<ul style="list-style-type: none"> LINZ information systems infrastructure managed in accordance with the code of practice and specifications for Information Security Management systems and consistent with the New Zealand e-Government interoperability framework⁷. 	Managed in accordance with the stated requirements.
Timeliness	
<ul style="list-style-type: none"> 95% of paper records requests received by midday will be available to LINZ by 5pm next working day. 	Neither LINZ nor the contractor is able to provide the information to accurately measure this standard. This measure has been removed for 2004/05.
<ul style="list-style-type: none"> Landonline available 98.75% of the time between 7am and 7pm on working days. 	The system was available for 98.66% of the time.
<ul style="list-style-type: none"> All LINZ network systems available 98.75% of the time between 7am and 7pm on working days. 	Availability was 99.75%.

⁷ The NZ e-Government interoperability framework enhances the capability of agencies to integrate information/services across agency boundaries and provide easy electronic access to government information/services for individuals and businesses.

Output 420 – Information Systems Development

Description

This output involves the development and implementation of enhancements to the information systems infrastructure – as distinct from the routine or programmed maintenance covered in Output 410. Because of their one-off nature and scale in terms of time and money, these developments are prioritised and generated on a project basis.

Projected Performance	Performance Achieved
Quantity	
<ul style="list-style-type: none"> 12 projects as determined by the LINZ strategic budget process and aligned with the Government's objectives and funding priorities. (range 10-15) 	12 projects were approved through the LINZ strategic budget process in this output. Six were completed. Three projects are under action and will continue into 2004/05. Three projects will commence in 2004/05.
Quality	
<ul style="list-style-type: none"> Managed in accordance with the LINZ project framework, which includes: <ul style="list-style-type: none"> – risk management – robust governance arrangements – evaluation and review. 	All projects were managed within the guidelines of the LINZ Project Management Framework. Regular monthly reporting was completed to the relevant Steering Group or Regulatory Chief for each project.
<ul style="list-style-type: none"> Project deliverables will meet the quality standards defined in the relevant project plan. 	Quality standards were met as specified in the project plans.
Timeliness	
<ul style="list-style-type: none"> To timelines set in the project plans for each development project. 	Four projects were completed in accordance with the timeframes. Two were completed two and seven weeks respectively behind timeline. Three projects are under action and on time. Three projects are not scheduled to commence until 2004/05.

Financial Performance

Actual 30/6/03 \$000		Actual 30/6/04 \$000	Voted 30/6/04 \$000
1,415	Revenue Crown	4,353	4,753
40,893	Other Revenue	36,582	33,963
42,308	Total Revenue	40,935	38,716
32,733	Total Expenses	31,469	33,184
9,575	Net Surplus/(Deficit)	9,466	5,532
38,022	Appropriation	36,586	38,023

Output Class D5 – Land and Seabed Information Access and Dissemination

Description

This output class involves the provision of easy, widely available and equitable access to, and dissemination of, information (both electronic and paper) held by LINZ. Access means, amongst other things:

- choice of means of service delivery (paper or electronic);
- accessibility to Māori, affordability; and
- the ability of deaf, blind and English second language speakers to access the information they need in its most usable form.

Output 510 – Provision of access to information and services

Description

This output involves the provision of access and a dissemination service for the public to the following:

- land title and cadastral and geodetic survey information;
- topographic information; and
- hydrographic information.

Projected Performance	Performance Achieved
Quantity	
<i>Land title, and cadastral and geodetic survey information</i> <ul style="list-style-type: none"> • 1,600,000 electronic title records supplied. (range 1,400,000-1,800,000) 	2,176,879 electronic title records supplied. <i>Searches exceeded forecast due to a higher than expected volume of land title transactions, and increasing customer use of Landonline.</i>
<ul style="list-style-type: none"> • 55,000 paper title records supplied. (range 45,000-65,000) 	36,190 paper title records supplied. <i>Manual searches were lower than forecast due to an increase in electronic searching.</i>
<ul style="list-style-type: none"> • 175,000 electronic survey records supplied. (range 125,000-225,000) 	202,562 electronic survey records supplied.
<ul style="list-style-type: none"> • 6,500 paper survey records supplied. (range 5,000-8,000) 	4,296 paper survey records supplied. <i>Manual searches were lower than forecast due to an increase in electronic searching.</i>
Quality	
<i>Land title, and cadastral and geodetic survey information</i> <ul style="list-style-type: none"> • Achieve a minimum rating of "good" in the quality category of monthly independent telephone surveys of randomly-selected regular customers. 	The standard of "good" was met or exceeded every month.
<i>Topographic and hydrographic information (maps, charts and information)</i> <ul style="list-style-type: none"> • Maintain a full inventory of topographic and hydrographic information. 	Inventory monitored and reprints ordered as stocks reached a critical level. Annual audit of the warehouse revealed all map stocks were available.
<ul style="list-style-type: none"> • Achieve in an annual survey a minimum rating of "good" from 90% of regular customers who use topographic and hydrographic information products and services. The survey will include the following attributes: <ul style="list-style-type: none"> – fitness-for-purpose – accessibility – availability of goods and services. 	100% of all returned surveys indicated that the standard of "good" was met.

Projected Performance	Performance Achieved
Timeliness	
<p><i>Land title, and cadastral and geodetic survey information</i></p> <ul style="list-style-type: none"> • Landonline system available 98.75% of the time between 7am-7pm on working days. 	The system was available for 98.66% of the time.
<ul style="list-style-type: none"> • 90% of requests for copies or originals of paper records ready for customer collection, viewing or dispatched in two working days⁸. 	86.9% of title records and 88.4% of survey records available to customers within the standard. <i>On occasions the wrong record was received from Recall and had to be reordered. Also, Dunedin records are stored in Christchurch, and Auckland records in Hamilton, which increased delivery times.</i>
<ul style="list-style-type: none"> • Achieve a minimum rating of "good" in the timeliness category of monthly independent telephone surveys of randomly selected regular customers. 	The standard of "good" was met or exceeded every month.
<p><i>Topographic and hydrographic information (maps, charts and information)</i></p> <ul style="list-style-type: none"> • NZTopoOnline information available 95% of the time via the Internet. 	NZTopoOnline has been available over 95% of the time.
<ul style="list-style-type: none"> • NZ Mariner and updates dispatched to the customer within two working days of order received or update due. 	Standard met.
<ul style="list-style-type: none"> • Topographic maps/ hydrographic charts dispatched to the retailer within two working days of order received. 	Standard met.

Financial Performance

Actual 30/6/03 \$000		Actual 30/6/04 \$000	Voted 30/6/04 \$000
1,571	Revenue Crown	1,356	1,356
3,048	Other Revenue	5,213	4,842
4,619	Total Revenue	6,569	6,198
4,661	Total Expenses	5,560	5,731
(42)	Net Surplus/(Deficit)	1,009	467
5,238	Appropriation	6,381	6,505

⁸ LINZ public counters are open 9am-4pm on standard working days. Copies will be dispatched when payment is received by LINZ.

Output Class D6 – Crown Property Management and Disposal Services

Description

The management and disposal of the Crown's interest in land and property (outside of the Conservation estate) and acquisition, management and disposal of land and property administered by the Department on behalf of the Crown.

Output 610 – Crown Property Management and Disposal Services

This output involves the provision of services necessary for the efficient management of Crown land and land-related liabilities. The services include:

- Crown property management; (Note: LINZ administers 4,500 properties on behalf of the Crown; of these 2,500 properties are in two property management contracts. The minimum criterion for a property to be included in a property management contract is that rates are levied against that property)
- Crown property disposal;
- Crown property acquisition;
- Crown Pastoral Lease Land Tenure Reform;
- Crown Forest Management; and
- Management of Land-Related Liabilities

Projected Performance	Performance Achieved
Quantity	
<ul style="list-style-type: none"> • 780 properties are leased or licensed. (Range is 750-900) 	771 properties leased or licensed.
<ul style="list-style-type: none"> • Revenue sales of \$4,400,000 ($\pm$ 10%) from the properties available for disposal. 	\$5,870,817 (+33% variance). <i>Three additional sales resulted in an extra \$1 million in revenue.</i>
<ul style="list-style-type: none"> • Properties purchased (undertaken on an "as required" basis). 	One property purchased (Huntly East Subsidence Purchase Policy).
<ul style="list-style-type: none"> • 12 substantive tenure review proposals put to leaseholders. (range 6-18) 	14 substantive proposals put to leaseholders.
<ul style="list-style-type: none"> • 73 Crown Forest Licences managed. (range is 70-80) 	72 Crown Forest Licences managed.
<ul style="list-style-type: none"> • 600 land related liabilities managed. (Range is 600-700) 	600 land liabilities managed.
Quality	
<ul style="list-style-type: none"> • Services delivered will meet the specifications in the contract. 	Services delivered met the specifications.
<ul style="list-style-type: none"> • All properties disposed of will have the necessary statutory clearances. 	All properties disposed of had the necessary statutory clearances.
<ul style="list-style-type: none"> • Properties purchased in accordance with statutory requirements. 	Property was purchased in accordance with statutory requirements.
<ul style="list-style-type: none"> • Substantive proposals will meet the LINZ Crown Pastoral Land Standards. 	The substantive proposals all complied with the LINZ Crown Pastoral Land Standards.
<ul style="list-style-type: none"> • Crown Forest licences managed in accordance with the specifications in Part 2 of the Crown Forest Licence Management Agreement. 	All Crown Forest Licences managed in accordance with the specifications.
<ul style="list-style-type: none"> • Land-related liabilities managed in accordance with the requirements in the LINZ "Operating Framework for the Investigation and Management of Land-Related Crown Liabilities". 	The management of contingent liabilities has been in accordance with the requirements of the Operating Framework.

Projected Performance	Performance Achieved
Timeliness	
<ul style="list-style-type: none"> Services will be delivered in accordance with the timeframes in the contract. 	Services delivered in accordance with the timeframes in the contracts.
<ul style="list-style-type: none"> Revenue target reached by year-end. 	The revenue target was reached by year-end
<ul style="list-style-type: none"> Property purchases will be completed within timeframes agreed with stakeholders. 	Purchase completed within the timeframes agreed with stakeholders.
<ul style="list-style-type: none"> Substantive tenure review proposals will be put to the leaseholder within 15 working days of being signed on behalf of the Crown. 	The 14 substantive proposals put to leaseholders were all put within one working day of execution by a delegated officer.
<ul style="list-style-type: none"> Timeframes in Part 2 of the Crown Forest Licence Management Agreement will be met. 	All Crown Forest Licences were managed in accordance with the timeframes in Part 2 of the Crown Forest Licence Management agreement.
<ul style="list-style-type: none"> Timeframes in the LINZ "Operating Framework for the Investigation and Management of Land-Related Crown Liabilities" will be met. 	The management of contingent liabilities was in accordance with the timeframes set out in the Operating Framework.

Financial Performance

Actual 30/6/03 \$000		Actual 30/6/04 \$000	Voted 30/6/04 \$000
12,044	Revenue Crown	12,659	14,692
6	Other Revenue	9	0
12,050	Total Revenue	12,668	14,692
11,955	Total Expenses	12,656	14,692
95	Net Surplus/(Deficit)	12	0
13,461	Appropriation	14,240	16,529

FINANCIAL STATEMENTS

Statement of Financial Performance for the year ended 30 June 2004

Actual 30/6/03 \$000		Notes	Actual 30/6/04 \$000	Budget (Note 1) 30/6/04 \$000
	Revenue			
38,289	Crown		45,061	47,920
74,766	Other	2	68,615	63,699
113,055	Total operating revenue		113,676	111,619
	Expenditure			
35,004	Personnel costs	3	35,321	35,346
52,560	Operating costs	4	55,235	62,981
8,434	Depreciation	5	8,867	9,027
4,187	Capital charge	6	4,357	4,358
100,185	Total expenditure		103,780	111,712
12,870	Net surplus/(deficit)		9,896	(93)

Statement of Movements in Taxpayers' Funds for the year ended 30 June 2004

Actual 30/6/03 \$000		Notes	Actual 30/6/04 \$000	Budget 30/6/04 \$000
47,259	Taxpayers' funds as at 1 July		51,259	51,259
12,870	Net surplus/(deficit)		9,896	(93)
12,870	Total recognised revenue and expense for the year		9,896	(93)
4,000	Capital contribution		0	5,000
(12,870)	Provision for repayment of surplus to the Crown	7	(9,896)	(12)
51,259	Taxpayers' funds as at 30 June		51,259	56,154

The accompanying accounting policies and notes form part of these financial statements.

Statement of Financial Position as at 30 June 2004

Actual 30/6/03 \$000		Notes	Actual 30/6/04 \$000	Budget 30/6/04 \$000
51,259	Taxpayers' funds		51,259	56,154
51,259	Total taxpayers' funds		51,259	56,154
	Represented by:			
	Current assets			
3,936	Cash and bank		6,735	2,168
340	Prepayments		571	600
8,012	Debtors and receivables	8	6,196	4,092
12,288	Total current assets		13,502	6,860
	Non-current assets			
77,277	Plant, property and equipment	9, 10	72,801	77,200
1,011	Work in progress		217	0
78,288	Total non-current assets		73,018	77,200
90,576	Total assets		86,520	84,060
	Less current liabilities			
13,201	Creditors and payables	11	11,064	12,220
3,175	Provisions	12	4,028	5,669
12,870	Provision for repayment of surplus to Crown	7	9,896	12
3,880	Employee entitlements	13	3,383	4,000
1,987	Deferred revenue		2,381	2,000
35,113	Total current liabilities		30,752	23,901
	Non-current liabilities			
4,199	Employee entitlements	13	4,504	4,000
5	Other term liabilities		5	5
4,204	Total non-current liabilities		4,509	4,005
39,317	Total liabilities		35,261	27,906
51,259	Net assets		51,259	56,154

The accompanying accounting policies and notes form part of these financial statements.

Statement of Cash Flows for the year ended 30 June 2004

Actual 30/6/03 \$000		Notes	Actual 30/6/04 \$000	Budget 30/6/04 \$000
	Cash flows from operating activities			
	Cash provided from:			
	Supply of outputs to:			
34,492	Crown		46,058	51,718
73,077	Other		69,828	63,834
107,569			115,886	115,552
	Cash disbursed to:			
	Produce outputs:			
(34,717)	Personnel		(35,133)	(34,987)
(60,796)	Operating		(57,086)	(62,178)
(4,187)	Capital charge		(4,357)	(4,358)
(99,700)	Cash disbursed to cost of producing outputs		(96,576)	(101,523)
7,869	Net cash flows from operating activities	14	19,310	14,029
	Cash flows from investing activities			
	Cash provided from:			
48	Sale of plant, property and equipment		66	33
	Cash disbursed to:			
(16,202)	Purchase of plant, property and equipment		(3,707)	(7,960)
(16,154)	Net cash flows from investing activities		(3,641)	(7,927)
	Cash flows from financing activities			
	Cash provided from:			
4,000	Capital contribution		0	5,000
	Cash disbursed to:			
(94)	Repayment of surplus		(12,870)	(12,870)
3,906	Net cash flows from financing activities		(12,870)	(7,870)
(4,379)	Net increase/(decrease) in cash held		2,799	(1,768)
8,315	Add opening cash balance		3,936	3,936
3,936	Closing cash balance at 30 June		6,735	2,168

The accompanying accounting policies and notes form part of these financial statements.

Statement of Commitments as at 30 June 2004

Land Information New Zealand has long-term leases on its premises throughout New Zealand. The annual lease payments are subject to regular reviews. The amounts disclosed below as future commitments are based on current rental rates. Operating lease commitments include lease payments for premises, office equipment and motor vehicles.

Non-cancellable contracts for supply of goods and services are mainly from Crown property management and Landonline system maintenance.

Actual 30/6/03 \$000		Actual 30/6/04 \$000
	Operating commitments	
	Operating lease commitments	
4,055	Less than one year	4,148
3,849	One to two years	3,806
7,588	Two to five years	5,958
4,556	More than five years	2,328
20,048	Total operating lease commitments	16,240
	Non-cancellable contracts for supply of goods and services	
17,434	Less than one year	12,679
6,136	One to two years	4,040
360	Two to five years	0
23,930	Total non-cancellable contracts for supply of goods and services	16,719
43,978	Total operating commitments	32,959
	Capital commitments	
	Plant and equipment	
3,283	Less than one year	0
2,602	One to two years	0
1,187	Two to five years	0
7,072	Total capital commitments	0
51,050	Total commitments	32,959

The accompanying accounting policies and notes form part of these financial statements.

Statement of Memorandum Account for the year ended 30 June 2004

Actual 30/6/03 \$000	Landonline (Land Titles and Survey Automation)	Actual 30/6/04 \$000
25,746	Balance as at 1 July	41,417
	Revenue	
56,651	Operating revenue	66,683
15,977	Landonline fees	0
72,628	Total revenue	66,683
	Expenses	
51,563	Operating costs	62,209
5,394	Landonline expenses	0
56,957	Total expenses	62,209
15,571	Net surplus/(deficit) for year	4,474
41,417	Balance as at 30 June	45,891

The memorandum account is a notional account to record the accumulated balance of surpluses and deficits incurred for outputs operating on a full cost recovery basis. It is intended to provide a long-run perspective to the pricing of outputs.

Statement of Contingent Liabilities as at 30 June 2004

The contingent liability for potential work on Crown lands represents the Department's best estimate of the cost of mitigating potential liabilities within its Crown property portfolio.

Quantifiable contingent liabilities are as follows:

Actual 30/6/03 \$000		Actual 30/6/04 \$000
2,576	Potential work on Crown lands	1,679
2,576	Total contingent liabilities	1,679

The accompanying accounting policies and notes form part of these financial statements.

Statement of Departmental Expenditure and Appropriations for the year ended 30 June 2004
(Figures are GST inclusive where applicable)

	Expenditure Actual 30/6/04 \$000	Appropriation Voted * 30/6/04 \$000	Variance** Favourable/ (Unfavourable) \$000
Appropriations for classes of outputs			
D1 Policy Advice	2,360	2,480	120
D2 Standards and Quality Assurance	11,467	11,931	464
D3 Land and Seabed Data Capture and Processing	46,957	50,196	3,239
D4 Land and Seabed Information Storage and Management	36,586	38,023	1,437
D5 Land and Seabed Information Access and Dissemination	6,381	6,505	124
D6 Crown Property Management and Disposal Services	14,240	16,529	2,289
	117,991	125,664	7,673
Appropriations for capital contributions			
Capital Investment	0	5,000	5,000
Total	117,991	130,664	12,673

* This includes adjustments made in the Supplementary Estimates (See Note 1).

** There were no unappropriated expenditure, expenses or liabilities in relation to the activities of, or appropriations administered by, the Department in 2003/04.

The accompanying accounting policies and notes form part of these financial statements.

Statement of Significant Accounting Policies for the year ended 30 June 2004

The Reporting Entity

Land Information New Zealand is a government department as defined by section 2 of the Public Finance Act 1989.

These financial statements have been prepared pursuant to section 35 of the Public Finance Act 1989.

In addition, the Department also reports on the Crown activities and Trust monies that it administers.

Measurement Base

The generally accepted accounting practice recognised as appropriate for the measurement and reporting of financial performance and financial position on a modified historical cost basis, has been followed by the Department.

Accounting Policies

Budget Figures

The budget figures are those presented in the Budget Night Estimates (Main Estimates) and those amended by the Supplementary Estimates and any transfer made by Order in Council under section 5 of the Public Finance Act 1989.

Revenue

The Department derives revenue through the provision of outputs to the Crown and for services to third parties.

Third party revenue is recognised when earned while Crown revenue is recognised where it can be reliably measured. The revenue is reported in the financial period to which it relates. Cash receipts for incomplete services are recognised as deferred revenue.

Cost Allocation

The Department determines the cost of outputs using a cost allocation system, which is outlined below:

- Costs that are directly related to an output are allocated directly to that output.
- Costs that are not directly related to a single output class are allocated to Direct Output Producing Cost Centres (DOPCC) using, as a proxy for consumption, cost drivers such as full-time equivalent staff (FTEs), floor area and estimated usage.
- DOPCC costs are allocated to outputs using drivers appropriate to the source of the cost such as FTEs, estimated usage, and direct costs.

Debtors and Receivables

Debtors and receivables are stated at estimated realisable value after providing for doubtful and uncollectable debts. A provision for doubtful debts is raised where doubt as to collection exists, and debts which are known to be uncollectable are written off.

Leases

The Department leases office premises, office equipment and motor vehicles. As all the risks and benefits of ownership are substantially retained by the lessor, these leases are classified as operating leases.

Payments made under operating leases are charged as a period expense, in equal instalments over accounting periods covered by the lease term, except in those circumstances where an alternative basis would be more representative of the pattern of benefits to be derived from the leased property.

Surplus Leased Accommodation

The provision for surplus leased accommodation represents the Department's liability under lease agreements for surplus leased space. The provision is calculated on the net present value of the rental payable. The liability created is then amortised over the term of the lease.

Statement of Cash Flows

For the purposes of the statement of cash flows, cash includes cash balances on hand, held in bank accounts.

Operating activities include cash received from all income sources of Land Information New Zealand, and record the cash payments made for the supply of goods and services.

Investing activities are those relating to the acquisition and disposal of non-current assets.

Financing activities comprise capital injections by, or repayment of capital to, the Crown.

Work in Progress

The value of non-current work in progress is the capitalised direct costs of incomplete capital projects.

Research Costs

Research cost is expensed in the period incurred.

Plant, Property and Equipment

Acquisition

All individual assets or groups of assets forming part of a network or which are material in aggregate, costing more than \$3,000, are capitalised and recorded at cost.

Depreciation

Depreciation is provided on a straight-line basis on all plant, property and equipment, other than non-current work in progress. The depreciation period reflects the expected useful economic lives of the assets and is used to allocate the assets' costs or valuation less estimated residual value. The useful lives of the major classes of assets have been estimated as follows:

Motor vehicles	5 years
EDP equipment (including network)	3 to 20 years
Plant and equipment	4 to 10 years
Furniture and fittings	4 to 10 years
Leasehold property improvements	over term of lease

The cost of leasehold improvements is capitalised and depreciated over the unexpired period of the lease or the estimated remaining useful lives of the improvements, whichever is shorter.

Impairment

If the estimated recoverable amount of an asset is less than its carrying amount, the asset is written down to its estimated recoverable amount and an impairment loss is recognised as an expense in the statement of financial performance.

Provision for Employee Entitlements

Annual Leave

The provision for annual leave represents the amount which the Department has a present obligation to pay resulting from employees' services provided up to balance date. The provision has been calculated at current wage and salary rates.

Long Service Leave and Retirement Leave

The provision for long service leave and retirement leave represents the Department's long-term vested and unvested obligation calculated using the present value of the estimated future cash outflows (future salaries). Obligations payable within 12 months of the reporting date are based on current wages and salary rates.

Foreign Currency

Foreign currency transactions are translated to New Zealand dollars at the exchange rates prevailing at the dates of the transactions.

Where a forward foreign exchange contract has been used to establish the price of a transaction, the forward rate specified in that foreign exchange contract is used to translate that transaction to New Zealand dollars. Consequently, no exchange gain or loss resulting from the difference between the forward rate and the spot rate on date of settlement is recognised.

Any exchange gains or losses, whether realised or unrealised, are recognised in the statement of financial performance in the period in which they relate.

Financial Instruments

Revenue and expenses in relation to all financial instruments are recognised in the statement of financial performance. The Department enters into forward foreign exchange contracts to hedge foreign currency transactions. Any exposure to gains and losses on these contracts are generally offset by a related loss or gain on the item being hedged.

Apart from the forward foreign exchange contracts, all financial instruments are recognised in the statement of financial position.

Taxation

Income Tax

Land Information New Zealand as a government department is exempt from the payment of income tax under section CB3(a) of the Income Tax Act 1994. Accordingly no charge for income tax has been provided for.

Fringe benefit tax

Fringe benefit tax is paid on all liable benefits, subject to both general and specific exemptions, provided to employees.

Goods and Services Tax (GST)

The statement of financial performance and statement of cash flows are exclusive of GST. The statement of financial position is also exclusive of GST except for creditors and payables and debtors and receivables, which are GST inclusive.

The amount of GST owing to or from the Inland Revenue Department at balance date, being the difference between Output GST and Input GST, is included in the statement of financial position.

Commitments

Future expenses and liabilities to be incurred on contracts that have been entered into at balance date are disclosed as commitments to the extent that there are equally unperformed obligations. Commitments relating to employment contracts are not disclosed.

Contingent Liabilities

Contingent Liabilities are disclosed at the point at which the contingency is evident.

Taxpayers' Funds

This is the Crown's net investment in Land Information New Zealand.

Changes in Accounting Policies

There have been no changes in accounting policies since the date of the last audited financial statements.

All policies have been applied on a basis consistent with other years.

Notes to the Financial Statements for the year ended 30 June 2004

1. Budget Composition

	30/6/04 Main Estimates \$000	30/6/04 Supp. Estimates Changes \$000	30/6/04 Budget Total \$000
Revenue			
Crown	49,817	(1,897)	47,920
Other	50,970	12,729	63,699
Total revenue	100,787	10,832	111,619
Expenditure			
Personnel costs	34,566	780	35,346
Operating costs	64,100	(1,119)	62,981
Depreciation	10,355	(1,328)	9,027
Capital charge	6,263	(1,905)	4,358
Total expenditure	115,284	(3,572)	111,712
Net surplus/(deficit)	(14,497)	14,404	(93)

Explanation of major changes in Supplementary Estimates

Revenue Crown

The decrease in revenue Crown was mainly due to the transfer of funding to outyears for the Continental Shelf project, Land Portfolio Risk Assessment project, and other strategic projects. This was partly off-set by the transfer of funding from the previous year for Crown property disposal and land management costs, tenure review costs, system development projects, and topographic data collection.

Revenue Other

The increase in revenue other was due to the upward revision of third party revenue from survey and title transactions. This activity is demand-driven, and the forecast increase in transaction volumes resulted from strong demand in the property market.

Personnel Costs

The increase is a one-off adjustment to reflect higher staff levels as a result of lower than anticipated uptake of the Landonline electronic lodgement service. The increase was funded through operational savings.

Operating Costs

The decrease in the operating costs budget was the net result from funding transfers between years for the Continental Shelf project, strategic and system development projects, offset by additional provision for surplus leased space.

Depreciation

The decrease in depreciation charges is the result of savings in capital expenditure for the Landonline project.

Capital Charge

The decrease in capital charge resulted from savings in capital expenditure on the Landonline project, and deferred capital draw-downs resulting from the use of cash operating surpluses.

2. Other Revenue

Actual 30/6/03 \$000		Actual 30/6/04 \$000
4,997	Plan processing	10,498
0	Digital data services and sales	84
105	Print and microfilm sales	127
386	Crown property sale fees	370
16,915	Land registration fees	37,941
34,013	Land title searches and services	17,154
250	Electoral support services	217
15,977	Landonline fees	0
2,123	Miscellaneous	2,224
74,766	Total other revenue	68,615

3. Personnel Costs

Actual 30/6/03 \$000		Actual 30/6/04 \$000
32,909	Salaries and wages	32,835
498	Staff related expenses	431
237	ACC levies	218
554	Superannuation subsidies	484
468	Restructuring Costs	324
338	Other	1,029
35,004	Total personnel costs	35,321

4. Operating Costs

Actual 30/6/03 \$000		Actual 30/6/04 \$000
4,893	Leasing and renting costs	4,084
7,814	Other operating costs	7,775
3	Provision for doubtful debts	(2)
1,818	Impaired plant, property and equipment	0
115	Audit fee	115
60	Fees to auditors for other services	21
10,113	Professional services	13,522
5,639	Contracts for topography/hydrography	7,810
14,540	Computer operating costs	13,870
7,396	Crown property services	7,996
169	Loss/(gain) on sale of plant, property and equipment	44
52,560	Total operating costs	55,235

5. Depreciation

Actual 30/6/03 \$000		Actual 30/6/04 \$000
545	Leasehold property improvements	430
70	Motor vehicles	31
7,615	EDP equipment (including network)	8,265
167	Plant & equipment	110
37	Furniture & fittings	31
8,434	Total depreciation charge	8,867

6. Capital Charge

The Department pays a capital charge to the Crown based on its taxpayers' funds as at 30 June of the previous financial year and 31 December of the current financial year. The capital charge rate for the year ended 30 June 2004 is 8.5% (2003, 8.5%). Changes to Taxpayers' Funds are mainly affected by capital contribution required for specific outputs. Where the capital charge can be directly attributed to an output, that amount is charged to that output. The remainder is allocated based on the percentage of net plant, property and equipment attributed to outputs, as a proxy for allocating capital charge.

7. Provision for Repayment of Surplus to the Crown

Actual 30/6/03 \$000		Actual 30/6/04 \$000
12,870	Net operating surplus/(deficit)	9,896
12,870	Total provision for repayment of surplus to the Crown	9,896

8. Debtors and Receivables

Actual 30/6/03 \$000		Actual 30/6/04 \$000
3,863	Trade debtors	3,092
(5)	Less provision for doubtful debts	(3)
3,858	Net trade debtors	3,089
3,798	Debtor Crown	2,801
356	Other receivables	306
8,012	Total debtors and receivables	6,196

9. Plant, Property and Equipment

	Cost as at 30/6/04	Accumulated Depreciation as at 30/6/04	Impairment Losses as at 30/6/04	Net Book Value as at 30/6/04
	\$000	\$000	\$000	\$000
Leasehold improvements	5,546	(3,383)	(745)	1,418
Motor vehicles	394	(332)	0	62
EDP equipment	95,898	(23,907)	(1,096)	70,895
Plant and equipment	1,558	(1,258)	0	300
Furniture and fittings	721	(595)	0	126
Total plant, property and equipments	104,117	(29,475)	(1,841)	72,801

	Cost as at 30/6/03	Accumulated Depreciation as at 30/6/03	Impairment Losses as at 30/6/03	Net Book Value as at 30/6/03
	\$000	\$000	\$000	\$000
Leasehold improvements	5,557	(2,963)	(745)	1,849
Motor vehicles	522	(461)	0	61
EDP equipment	92,956	(16,985)	(1,096)	74,875
Plant and equipment	1,769	(1,356)	0	413
Furniture and fittings	644	(565)	0	79
Total plant, property and equipments	101,448	(22,330)	(1,841)	77,277

10. Databases

The Department has the following Land Information Databases to which no value has been attached:

- Digital Topographical Database
- Geodetic Database.

11. Creditors and Payables

Actual 30/6/03 \$000		Actual 30/6/04 \$000
4,783	Trade creditors	2,563
2,848	Landonline project	0
5,570	Other payables	8,501
13,201	Total creditors and payables	11,064

12. Provisions

Actual 30/6/03 \$000		Surplus Leased Accom \$000	Potential Work on Crown Lands \$000	Realignment costs \$000	Other \$000	Actual 30/6/04 \$000
3,230	Balance as at 1 July	752	2,360	0	63	3,175
60	Additional provisions made during the year	750	3	685	(3)	1,435
(128)	Charge against provision for the year	(646)	0	0	0	(646)
(283)	Unused amounts reversed during the year	0	0	0	0	0
296	Discounting changes	64	0	0	0	64
3,175	Total provisions	920	2,363	685	60	4,028

The provision for surplus leased accommodation represents the Department's liability under lease agreements for surplus leased space. The provision is calculated on the net present value of the rental payable. The liability created is then amortised over the term of the lease which will expire in 2010.

The provision for potential remedial work on Crown lands represents the Department's best estimate of the cost of mitigating potential liabilities within its Crown property portfolio.

The provision for realignment costs represents the Department's potential liability as a result of the realignment review.

13. Employee Entitlements

Actual 30/6/03 \$000		Actual 30/6/04 \$000
	Current liabilities	
256	Vested long service leave	251
1,828	Vested annual leave	1,914
1,796	Accrued salaries and wages	1,218
3,880	Total current portion	3,383
	Non-current liabilities	
2,219	Vested retirement leave	2,487
1,980	Unvested long service and retirement leave	2,017
4,199	Total non-current portion	4,504
8,079	Total employee entitlements	7,887

14. Reconciliation of Net Deficit to Net Cash Flow from Operating Activities

Actual 30/6/03 \$000		Actual 30/6/04 \$000
12,870	Net surplus/deficit	9,896
	Add/(deduct) non cash items:	
8,434	Depreciation	8,867
1,818	Impaired plant, property and equipment	0
10,252	Total non-cash items	8,867
	Add/(deduct) movements in working capital items:	
(4,951)	(Incr)/decr in debtors and receivables	1,816
50	(Incr)/decr in prepayments	(231)
(10,198)	Incr/(decr) in creditors and payables	(1,743)
(55)	Incr/(decr) in provisions	853
(268)	Incr/(decr) in current employee entitlements	(192)
(15,422)	Working capital movements – net	503
	Add/(deduct) investing activity items:	
169	Net loss/(gain) on sale of plant, property and equipment	44
169	Total investing activity items	44
7,869	Net cash flow from operating activities	19,310

15. Capital Contribution to the Department

Actual 30/6/03 \$000		Actual 30/6/04 \$000
4,000	Capital contribution	0

16. Financial Instruments

The Department is party to financial instrument arrangements as part of its everyday operations. These include instruments such as bank balances, short-term deposits, accounts receivable, accounts payable and forward foreign exchange contracts.

Credit risk

Credit risk is the risk that a third party will default on its obligations to the Department, causing the Department to incur a loss. In the normal course of its business, LINZ incurs credit risk from trade debtors and transactions with financial institutions.

The Department does not require any collateral or security to support financial instruments with financial institutions that it deals with, as these entities have high credit ratings. For its other financial instruments, the Department does not have significant concentrations of credit risk.

Fair value

The fair value of all financial instruments is equivalent to the carrying amount disclosed in the Statement of Financial Position.

Currency risk

Currency risk is the risk that receivables and payables due in foreign currency will fluctuate in value because of changes in foreign exchange rates.

The Department uses forward foreign exchange contracts to manage foreign currency exposures. There were no transactions during the year (30 June 2003: nil).

Interest rate risk

Interest rate risk is the risk that the value of a financial instrument will fluctuate due to changes in market interest rates. This could impact on the return on investments or the cost of borrowing. Under section 46 of the Public Finance Act the Department cannot raise a loan without ministerial approval and no such loans have been raised. Accordingly, there is no interest rate exposure on funds borrowed.

The Department has no significant exposure to interest rate risk on its financial instruments.

17. Contingent Assets

The Department had no contingent assets as at 30 June 2004 (30 June 2003: nil).

18. Related Party Information

The Department is a wholly-owned entity of the Crown. The Government significantly influences the role of the Department as well as being its major source of revenue.

The Department enters into numerous transactions with other government departments, Crown agencies and state-owned enterprises on an arm's length basis. These transactions are not considered to be related party transactions.

Apart from these transactions described above, the Department has not entered into any related party transactions.

19. Segment Information

Land Information New Zealand is responsible for providing New Zealand's authoritative land and seabed information.

20. Post Balance Date Events

There were no significant events subsequent to balance date.

LINZ AS AN AGENT OF THE CROWN

Statements and Schedules: Non-Departmental

The following Non-Departmental Statements and Schedules record the expenses, revenue and receipts, assets and liabilities that the Department manages on behalf of the Crown. Further details of the Department's management of these Crown assets and liabilities are provided in the Output Performance sections of this report.

These Non-Departmental balances are consolidated into the Crown Financial Statements and therefore readers of these statements and schedules should also refer to the Crown Financial Statements for 2003/04.

Statement of Accounting Policies

The measurement and recognition rules consistent with generally accepted accounting practice and Crown accounting policies are applied in the preparation of these Non-Departmental Statements and Schedules.

Statement of Non-Departmental Expenditure and Appropriations for the year ended 30 June 2004

The Statement of Non-Departmental Expenditure and Appropriations details expenditure and capital payments incurred against appropriations. The Department administers these appropriations on behalf of the Crown.

(Figures are GST inclusive)

Actual 30/6/03 \$000		Actual 30/6/04 \$000	Appropriation Voted * 30/6/04 \$000	Variance** Favourable/ (Unfavourable) \$000
	Appropriations for output classes to be supplied by other parties			
51	01 Contaminated Sites	(77)	563	640
351	02 Lakes	0	0	0
402		(77)	563	640
	Appropriation for borrowing expense			
550	Coalcorp House Mortgage	474	474	0
	Appropriations for other expenses to be incurred by the Crown			
2,506	Crown Forest Management	1,040	1,615	575
548	Crown Obligations - Loss on Disposal	1,688	1,988	300
1,019	Crown Rates	1,139	1,245	106
862	Land Liabilities	501	2,799	2,298
948	Residual Crown Leasehold Rents	950	2,947	1,997
0	Proceeds from sale of Transit New Zealand properties	16,571	16,574	3
5,883		21,889	27,168	5,279
	Appropriations for purchase of capital assets of the Crown			
206	Crown Acquisitions - Huntly East	87	88	1
1,906	Crown Obligatory Acquisitions	2,028	2,188	160
135	Crown Purchase: Land Swaps	0	0	0
2,247		2,115	2,276	161
	Appropriations for repayment of debt			
1,053	Coalcorp House Mortgage	1,129	5,329	4,200
10,135	Total	25,530	35,810	10,280

* This includes adjustments made in the Supplementary Estimates.

** There were no unappropriated expenditure, expenses or liabilities.

Statement of Non-Departmental Multi-Year Appropriation for the year ended 30 June 2004

The Statement of Non-Departmental Multi-Year Appropriation details capital expenditure for the period 2002/03 to 2004/05 against appropriations. The Department administers these appropriations on behalf of the Crown.

(Figures are GST inclusive)

Purchase or Development of Capital Assets by the Crown	\$000
Land Tenure Reform Acquisitions	
Original Appropriation	10,621
Adjustments	46,209
Total Appropriation	56,830
Actual to 30 June 2004	(11,734)
Remaining	45,096
Expected Outcome	56,830

Schedule of Non-Departmental Revenue and Receipts for the year ending 30 June 2004

The Schedule of Non-Departmental Revenue and Receipts summarises the revenue and receipts that the Department administers on behalf of the Crown.

(Figures are GST exclusive)

Actual 30/6/03 \$000		Actual 30/6/04 \$000
	Operating Revenue	
23,194	Sale of goods and services	26,581
10,533	Gain on sale of properties	0
188	Other operational revenue	2,531
33,915	Total non-Departmental operating revenue	29,112
	Capital receipts	
7	Mortgages principal repayments	0
24,594	Properties sales	5,870
2,554	Land tenure reform sales	2,626
27,155	Total non-Departmental capital receipts	8,496

Schedule of Non-Departmental Expenses for the year ending 30 June 2004

The Schedule of Non-Departmental Expenses summarises the expenses that the Department administers on behalf of the Crown. Further details are provided in the Statement of Expenditure and Appropriations on page 48.

(Figures are GST inclusive where applicable)

Actual 30/6/03 \$000		Actual 30/6/04 \$000
	Operating expenses	
327	Non-Departmental output classes	(77)
	Other expenses to be incurred by the Crown:	
1,227	Depreciation and amortisation	1,174
738	Rental & leasing costs	622
122	Provision for doubtful debts	20
0	Debts write-off/recovered	(91)
4,855	Write-down of assets	4,283
0	Loss on sale of properties	73
(11,674)	Property disposal costs provision	3,017
5,330	Other operating expenses	3,355
550	Finance expenses	474
0	Funding to Crown Entities	16,571
1,475	Total non-Departmental operating expenses	29,421
	Capital expenses	
2,247	Property purchases	2,115
3,824	Land tenure reform purchases	7,910
1,053	Loan repayment	1,129
7,124	Total non-Departmental capital expenses	11,154

Schedule of Non-Departmental Assets and Liabilities as at 30 June 2004

The Schedule of Non-Departmental Assets and Liabilities summarises the assets and liabilities that the Department administers on behalf of the Crown.

(Figures are GST inclusive where applicable)

Actual 30/6/03 \$000		Actual 30/6/04 \$000
	Assets	
	Current assets	
4,575	Cash and bank balances	3,709
5,622	Debtors and receivables	5,541
224	Accounts receivables - State-Owned Enterprise	3
6,184	Accounts receivables - Crown Entities	1,496
1,012	Inventory	623
4,778	Properties held for sale - current	10,168
22,395	Total current assets	21,540
	Non-current assets	
5,551	Debtors and receivables	4,543
425,590	Properties held for sale -term	408,551
431,141	Total non-current assets	413,094
453,536	Total assets	434,634
	Liabilities	
	Current liabilities	
7,282	Creditors and payables	13,551
24,328	Provisions	23,579
31,610	Total current liabilities	37,130
	Non-current liabilities	
16,378	Creditors and payables	14,981
8,098	Provisions	7,158
24,476	Total non-current liabilities	22,139
56,086	Total liabilities	59,269

Schedule of Non-Departmental Commitments as at 30 June 2004

Actual 30/6/03 \$000		Actual 30/6/04 \$000
	Operating commitments	
290	Non-cancellable contracts for supply of goods and services	228
1	Less than one year	0
	One to two years	
291	Total non-cancellable contracts for supply of goods and services	228
291	Total operating commitments	228

Schedule of Non-Departmental Contingent Liabilities as at 30 June 2004

The quantifiable guarantees represent the Crown's obligation on outstanding legislative issues. The contingent liability for legal proceeding disputes represents outstanding claims against the Crown. Other contingent liabilities represent the best estimate of the cost of mitigating potential liabilities within the Crown property portfolio.

Quantifiable contingent liabilities are as follows:

Actual 30/6/03 \$000		Actual 30/6/04 \$000
0	Quantifiable guarantees	118
11,690	Legal proceedings and disputes	11,711
20,904	Other contingent liabilities	19,885
32,594	Total contingent liabilities	31,714

Statement of Trust Monies for the year ended 30 June 2004

Account	As at 1/7/03 \$000	Contribution \$000	Distribution \$000	Revenue \$000	Expenses \$000	As at 30/6/04 \$000
Land Deposit Trust	630	1,525	(1,405)	2	0	752
Endowment Rentals	6	0	(105)	130	(6)	25
Hunters Soldiers Assistance	48	0	0	1	0	49
Crown Forestry Licences Trust	21,523	34,539	(24,813)	1,133	0	32,382
Total	22,207	36,064	(26,323)	1,266	(6)	33,208

ADDITIONAL INFORMATION

Financial overview and Performance variations

Net Surplus

The Statement of Financial Performance reports a net surplus of \$9.896 million, which is \$9.989 million above the forecast deficit of \$93,000. Higher volume from land titles and survey transactions and lower operating costs contributed to the favourable result. The strong demand for land titles and survey transactions was helped by low interest rates, high net migration, and a strong domestic economy. As a result, the volumes recorded for this financial year are the highest since 1995/96. The lower expenditure in operating costs was predominantly the result of delays in programme expenses, for which funding will be carried forward to 2004/05. In addition there were operating efficiency savings and unspent project funding.

Capital spending

Capital expenditure from the Statement of Cash Flows shows an under-expenditure of \$4.3 million. The decrease in capital costs was caused by deferrals and delays in various systems development projects. These projects will now continue into 2004/05.

All of Land Information New Zealand's output classes shown in the Statement of Departmental Expenditure and Appropriations are within appropriation.

The Department has initiatives that span across financial years. The Continental Shelf delimitation project, which commenced in 1998/99, has appropriation through until the 2006/07 year. The multi-year appropriation for Tenure Review for the purchase of the lessee's interest in tenure review properties commenced in 2002/03 and runs until 2005/06. The Department also manages a notional Memorandum Account for Survey and Titles Automation which carries forward net surpluses or deficits from operations.

Non-Departmental Accounts

There is no unappropriated expenditure for any non-Departmental items.

The underspend in Land Liabilities is due to the decrease in provision for the number and value of expected Crown liabilities. Coalcorp House expenditure is underspent and the funds have been carried forward to 2004/05 for an expected settlement of a lease buy-out.

Summary of Appropriations Changes

Appropriation	Main Estimates	Supplementary Estimates	Total Appropriated 2003/04	Notes
	\$000	\$000	\$000	
Departmental Appropriations				
D1 Policy Advice	2,251	229	2,480	1
D2 Standards and Quality Assurance	10,909	1,022	11,931	2
D3 Land and Seabed Data Capture and Processing	51,386	(1,190)	50,196	3
D4 Land and Seabed Information Storage and Management	43,313	(5,290)	38,023	4
D5 Land and Seabed Information Access and Dissemination	4,127	2,378	6,505	5
D6 Crown Property Management and Disposal Services	15,896	633	16,529	6
Total	127,882	(2,218)	125,664	
Capital Contribution to the Department				
Capital Investment	25,433	(20,433)	5,000	7
Non-Departmental Output Classes				
O1 Contaminated Sites	563	0	563	
Borrowing Expenses				
Coalcorp House Mortgage	474	0	474	
Other Expenses to be incurred by the Crown				
Crown Forest Management	1,602	13	1,615	8
Crown Obligations – Loss on Disposal	300	1,688	1,988	9
Crown Rates	1,245	0	1,245	
Huntly East Subsidence	165	(165)	0	10
Land Liabilities	1,391	1,408	2,799	11
Residual Crown Leasehold Rents	383	2,564	2,947	12
Proceeds from sale of Transit New Zealand properties	0	16,574	16,574	13
Total	5,086	22,082	27,168	
Purchase or Development of Capital Assets by the Crown				
Crown Acquisitions – Huntly East	500	(412)	88	14
Crown Obligatory Acquisitions	300	1,888	2,188	15
Total	800	1,476	2,276	
Repayment of Debt				
Coalcorp House Mortgage	1,129	4,200	5,329	16
Total Appropriations	161,367	5,107	166,474	

Notes:

1. The change reflects the re-allocation of costs to reflect outputs and performance measures.
2. The change reflects the re-allocation of costs to reflect outputs and performance measures and an increase in GST due to an upward revision of forecast revenue from survey and titles transactions.
3. The change reflects the re-allocation of costs to reflect outputs and performance measures; an increase in GST due to an upward revision of forecast revenue from survey and titles transactions; and the transfer of funding between years for a number of projects including topographic data collection, and Continental Shelf.
4. The change reflects the re-allocation of costs to reflect outputs and performance measures; an increase in GST due to an upward revision of forecast revenue from survey and titles transactions; the transfer of funding between years for system development projects; and the return of capital charge savings.
5. The change reflects the re-allocation of costs to reflect outputs and performance measures.
6. The change reflects the re-allocation of costs to reflect outputs and performance measures; the transfer of funding between years for land management and property disposal; and the transfer of funding to outyears for the Land Portfolio Risk Assessment project.
7. The change reflects the return of funding and transfer of capital due to the use of surplus operational funding in 2003/04 that will be returned to the Crown in 2004/05.
8. The change reflects the transfer of funding from the previous year.
9. The change reflects the return of gifted land to beneficiary owners at no cost.
10. The change reflects the consolidation of this line item into Land Liabilities.
11. The change reflects the transfer of funding from the previous year; the transfer of funding from Huntly East Subsidence; and funding for the Alexandra remediation project.
12. The change reflects the increase in provision for surplus leased space.
13. The change reflects setting up the return of proceeds from Transit New Zealand property sales under the Land Management Transport Act enacted in November 2003.
14. The change reflects the transfer of funding to Crown Obligatory Acquisitions.
15. The change reflects the return of gifted land to beneficiary owners at no cost.
16. The change reflects the potential early redemption of the lease.

LINZ's Responsibilities

Land Titles

LINZ authorises and records changes in rights to land. This includes creating new titles, recording changes of ownership and interests in land (e.g. mortgages) and providing public access to these records. The system LINZ maintains provides an accurate and up-to-date picture of legal ownership of land in New Zealand. Titles products and services are provided via the Internet (for Landonline subscribers) and through LINZ's five processing centres. Bulk digital title data is also made available through resellers.

Geodetic and Cadastral Survey Systems

LINZ maintains the geodetic and cadastral systems, which work together to provide the parcel-based framework for recording rights in land. Electoral information (e.g. street addresses and meshblocks) is generated from this framework.

Geodetic Reference System

The geodetic reference system provides the underlying spatial reference system for New Zealand. It involves a network of primary survey marks in the ground. The positions of these marks are recorded in terms of a New Zealand datum, which is compatible with the international global positioning system.

The geodetic reference system provides the spatial referencing framework for the cadastral survey system. It enables the compatible positioning of all other spatial information, such as topographic and geological mapping. Geodetic information is available via the Internet.

Cadastral Survey System

The cadastral survey system consists of a framework that includes all survey reference points, land surveys and boundary marks, and the spatial definition of cadastral records provided by LINZ-approved survey plans. This information enables the identification and definition of land parcels for registration and recording of interests under the Torrens land title, Māori land and Crown land systems. It also provides the national property framework for use in geographic information systems operated by local authorities and utility companies. Cadastral survey products and services are provided via the Internet (for Landonline subscribers) and through LINZ's five processing centres. Bulk digital survey data is also made available through resellers.

Topographic Information

LINZ is responsible for national topographic mapping at 1:50,000 and broader scales. It undertakes this mapping for defence and emergency services and national constitutional purposes. LINZ makes its topographic data and mapping available via the Internet and in printed form through retailers. It also makes its bulk digital topographic data available directly from LINZ or through resellers.

Hydrographic Information

LINZ is responsible for providing authoritative hydrographic information for navigational purposes. It produces this information, which includes charts, nautical almanacs and notices to mariners, in accordance with the standards of the International Hydrographic Organisation. LINZ's hydrographic products are supplied to users via the Internet and through chart retailers.

Rating Valuation

LINZ ensures that property valuations for rating purposes are provided to a consistent standard. It sets standards for rating valuations and undertakes compliance audits of local authorities.

Crown Property

LINZ oversees the management and disposal of the Crown's interest in land and property (outside the conservation estate). It undertakes the management and disposal (and acquisition where requested by Government) of land and property administered by the Department on behalf of the Crown. It is also

responsible for managing Crown liabilities in land and property, and administering Crown forest licences under the Crown Forest Assets Act 1989.

In addition, LINZ provides oversight of the surplus property disposal and property purchase activities of other government agencies by certifying that the activities comply with statutory requirements and government policy.

Continental Shelf

LINZ is responsible for obtaining seabed data, determining the furthestmost extent of the legal continental shelf and assisting with developing New Zealand's submission to the United Nations' Commission on the Continental Shelf. This will enable the Government to lodge New Zealand's submission by 2009.

Geographic Board

LINZ provides administrative support to the New Zealand Geographic Board. The Board is responsible for place naming in New Zealand including the Kermadec, Chatham, Auckland and Campbell Islands and within the territorial waters of New Zealand.

Legal Responsibilities

Legislation administered by Land Information New Zealand as at 30 June 2004:

- Cadastral Survey Act 2002
- Crown Grants Act 1908
- Crown Pastoral Land Act 1998
- Deeds Registration Act 1908 *
- Hunter Gift for the Settlement of Discharged Soldiers Act 1921
- Land Act 1948
- Land Transfer Act 1952 *
- Land Transfer (Computer Registers and Electronic Lodgement) Amendment Act 2002
- New Zealand Geographic Board Act 1946
- Public Works Act 1981, Parts II – VI, and Part VIII
- Rating Valuations Act 1998
- Reserves and Other Lands Disposal Acts
- Unit Titles Act 1972 *
- Valuation Department (Restructuring) Act 1998
- Valuers Act 1948

(* Administered jointly with Ministry of Justice.)

source: www.dPMC.govt.nz/cabinet

The Chief Executive has statutory functions under the Public Works Act relating to the disposal of surplus land.

Land Information New Zealand also has functions under a number of other Acts including:

- Airport Authorities Act 1966 (relating to disposal of land)
- Crown Research Institutes Act 1992 (relating to disposal of land)
- Electoral Act 1993 (relating to Electoral boundaries)
- Geographical Indications Act 1994 (relating to Geographical Names)
- Health Reforms (Transitional Provisions) Act 1993 (relating to disposal of land)
- New Zealand Railways Corporation Act 1981 (relating to disposal of land)
- Resource Management Act 1991 (relating to network utility operators and acquisition of land)
- State Owned Enterprises Act 1986 (relating to disposal of land)
- Te Ture Whenua Māori Act 1993 (relating to Māori land)

- Treaty of Waitangi (State Enterprises) Act 1988 (relating to disposal of land)
- Treaty of Waitangi Act 1975 (relating to disposal of land)
- Treaty of Waitangi Claims Settlement Acts (various).

Land Information New Zealand has a number of statutory officers with functions under the Acts administered by the Department:

- Commissioner of Crown Lands
- Registrar-General of Land
- Surveyor-General
- Valuer-General.

In addition, LINZ, particularly the Registrar-General of Land and the Surveyor-General, has special responsibilities relating to land transactions under more than fifty other statutes.

The Department acts in a secretarial and administrative support capacity for the New Zealand Geographic Board and the Valuers Registration Board. The Surveyor-General is the Chairperson of the Geographic Board and the Valuer-General is Chairperson of the Valuers Registration Board.

Statutory Information

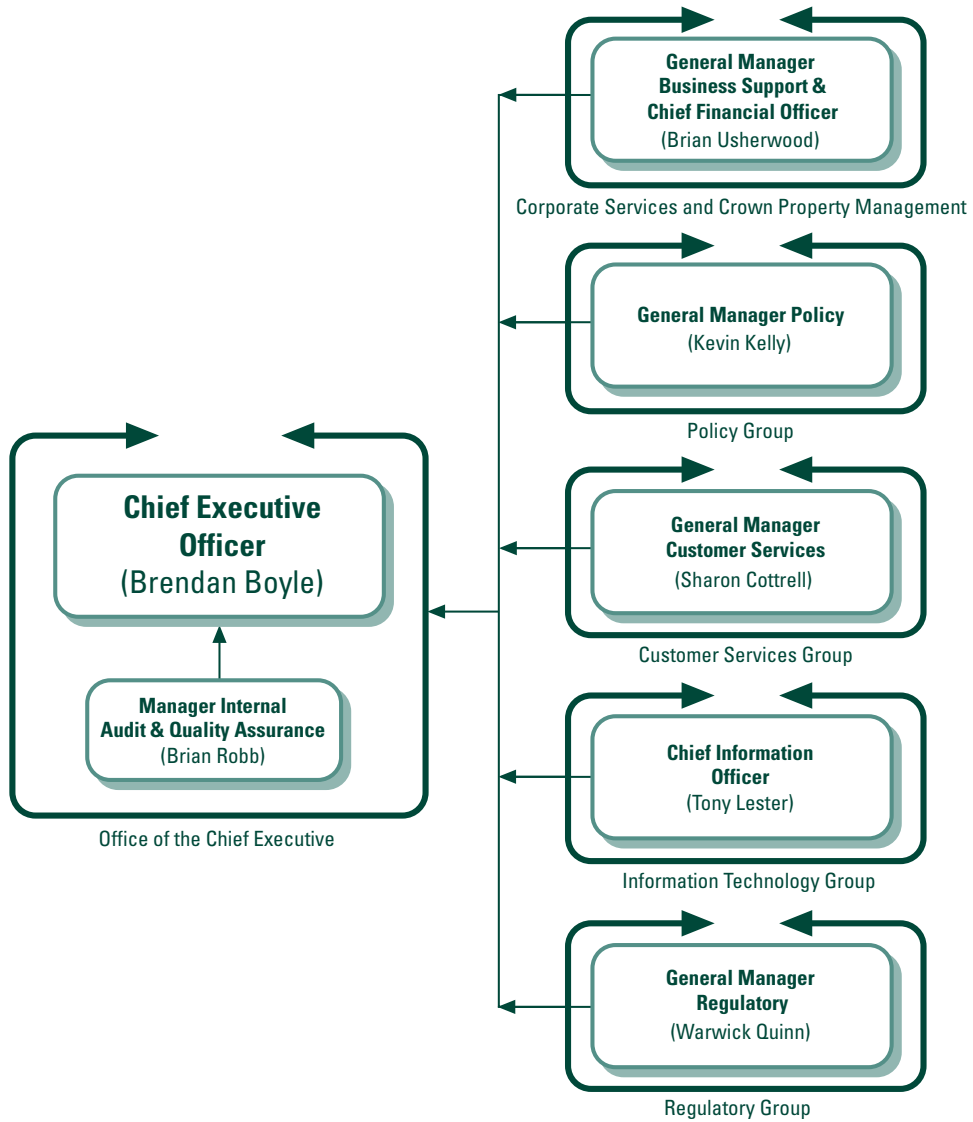
Land Act 1948

The following table details information required under section 181 of the Land Act 1948 for the year ended 30 June 2004.

	Details	No	Total Area (ha)	Price Paid (\$)	Total Yearly Rent Payable
1(a)	Areas of private land or lessees' interest in Crown land purchased during the year	0	–	–	–
1(b)	Areas of land purchased by Office of Treaty Settlements under Section 40 of the Land Act 1948*	2	1.2169	\$1,577,087	–
2	Leases and Licences granted during the year	53	48,839.06	–	\$137,783.15
3	Leases and Licences current at the end of the year	547	2,359,522.73	–	\$2,884,247.57

* These purchases were funded from Vote: Treaty Negotiations.

LINZ Management Structure as at 1 July 2004



Staff Resources (as at 30 June 2004)

By Location and Gender:

Location	Total	Female	Male
National Office	228	96	132
Auckland	108	39	69
Christchurch	76	35	41
Dunedin	37	14	23
Hamilton	66	30	36
Wellington	58	32	26
TOTAL	573	246	327

Land Information New Zealand

Contact details

Chief Executive National Office

Lambton House
160 Lambton Quay
WELLINGTON

Postal Address

Private Box 5501
WELLINGTON
NEW ZEALAND

Tel 64-4-460 0110
Fax 64-4-472 2244
Email: info@linz.govt.nz
Internet: <http://www.linz.govt.nz>
<http://www.govt.nz>

Processing Centres

Auckland Processing Centre

Private Bag 92016
Auckland 1
Oracle Tower
56 Wakefield Street
Auckland
Ph 0800 Online (0800 665 463)
Fax 0-9-358-5072
DX CP22017

Hamilton Processing Centre

Cnr Victoria & Rostrevor Streets
Private Bag 3028
Hamilton
Ph 0800 Online (0800 665 463)
Fax 0-7-834-6788
DX GX10069

Wellington Processing Centre

Mayfair House
44-52 The Terrace
PO Box 5014
Wellington
Ph 0800 Online (0800 665 463)
Fax 0-4-496-9420

Christchurch Processing Centre

Torrens House
195 Hereford Street
Private Bag 4721
Christchurch
Ph 0800 Online (0800 665 463)
Fax 0-3-366-6422
DX WP20033

Dunedin Processing Centre

John Wickliffe House
Princes Street
Private Bag 1929
Dunedin
Ph 0800 Online (0800 665 463)
Fax 0-3-477-3547
DX YP 80001

Terms and Definitions

Output Plan	Contains the milestones and outputs agreed with the Minister for Land Information for the current financial year
Cadastral survey	Determines and describes the spatial extent (including boundaries) of interests under a land tenure system
Geodetic reference system	A system that describes the position of points on the Earth by reference to a mathematical model of the Earth
Hydrography	Refers to the science of surveying and charting seas, lakes, rivers etc.
Landonline	An automated survey and title system that enables more efficient processing of dealings in land ownership and provides improved nationwide access to land information
NZ Mariner	NZ hydrographic information available on CD-ROM
NZTopoOnline	NZ topographic information available via the Internet
QA	Quality assurance
SLA	Service level agreement
Topography	A two-dimensional representation of the natural features of land

APPENDIX A

Appendix A: Policy Advice/Ministerial Servicing Standards

Quantity

Completion or advancement of policy projects/ministerial communication estimated targets as agreed between the Minister and the Chief Executive in the course of the year. Assessed by comparison against agreed milestones and agreed timelines.

Coverage

Provision of a comprehensive service: the capacity to react urgently, the regular evaluation of government policy impacts on outcomes and timely and relevant briefings on significant issues; support for the Minister as required in cabinet committees, select committees, in the House and in the execution of his duties. Assessed by the Minister's satisfaction as reported in the half-yearly response sheet.

Quality

All policy advice/ministerial communications must be in accordance with the following quality standards:

- The aims of the papers have been clearly stated and they answer the questions that have been set.
- Assumptions behind the advice will be clear, and the argument logical and supported by accurate facts.
- Expenditure forecasts will be based on logical and clear assumptions.
- Sales forecasts will be based on the mid-point of known market demands and best projections.
- All material facts will be included.
- An adequate range of options will be presented and assessed for benefits, costs and consequences to the economy.
- Evidence will exist of adequate consultation with interested parties, where applicable, and possible objections to proposals will be identified.
- Problems of implementation, technical feasibility, timing and consistency with other policies will be considered.
- Material presented will be effectively summarised, concise, in plain English, and free of spelling and grammatical error, and will meet ministerial and Cabinet Office requirements.

Where appropriate, written and verbal advice tendered to the Minister will accurately reflect:

- economic implications;
- revenue and expense implications (quantified where possible); and
- administrative implications and costs (quantified where possible).

Quality Management

Product quality will be supported by a quality management process including:

- external review of scope and methodology for major analytical work;
- internal peer review and quality assurance (QA) procedures;
- circulation of drafts for comment by other government agencies and other parties as appropriate;
- sign-offs by senior managers; and
- a six-monthly assessment being sought from the Minister.

Timeliness

Specified reporting deadlines will be met. Assessed by comparison against deadlines set, agreed and modified in the course of the year.

Cost

The outturn is within budget. Assessed by comparison of outturn with the Estimates of Appropriations.

