



MINISTRY OF THE PRIME MINISTER & CABINET

**ANNUAL REPORT
1 JULY 2017 - 30 JUNE 2018**

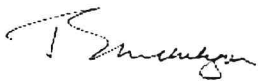
FOREWORD FROM THE HONOURABLE PRIME MINISTER

Hon Speaker
Legislative Assembly of Samoa
TUANAIMATO

Dear Mr Speaker,

I present to the Legislative Assembly of Samoa the Annual Report for the Financial Year 1 July 2017 – 30 June 2018 for the Ministry of the Prime Minister & Cabinet.

Ma le faaaloalo lava,



Hon. Tuilaepa Sailele Malielegaoi
PRIME MINISTER

CHIEF EXECUTIVE OFFICER'S OVERVIEW

ACHIEVEMENTS:

Financial year 2017/2018 closed with milestone achievements for the Ministry of the Prime Minister and Cabinet as per its planned targets and ad hoc developments for this reporting period.

The Ministry continued its secretarial and administrative support to the Executive Offices especially with the appointment of the new Head of State and Masiofo in July 2017 in supporting them in their new roles. Construction renovation works were underway in this reporting period for the official residence of the Head of State in Vailele and the residence was officially re-opened in August 2018. Newly developed Standard Operating Procedures (SOP) Manuals of processes and procedural support for the Executive Offices were marked achievements for the Executive Offices whose operations have been passed down only in practice but were never documented especially for incoming staff in performing their support roles to the Head of State and Council of Deputies.

The Ministry's Corporate Plan 2017 – 2021 was also launched in this reporting period and has been the guiding document for setting the Ministry's annual management plans and filtering down to the operational level.

The National Policy Coordination Committee (NPCC) was approved by Cabinet and is now fully operational with a composition of CEO membership from selected government Ministries and State Owned Enterprises (SOEs). The NPCC's main role is to discuss major policy development and programmes collectively from the whole of government view, provide oversight of policy and programme initiatives across the whole of government, support Ministries and Corporations to align portfolio responsibilities with the government's long term policy direction and advise Cabinet on major policy and programme initiatives.

In strengthening its role in coordinating a Whole of Government approach to policy development amongst Government Agencies, MPMC is now included in the inception phase of any major policy developments for all government Ministries and SOEs. This is to ensure the Ministry has a better understanding of proposed policies to Cabinet and in this reporting period, thirty-eight (38) policy briefs for different Government Ministries, SOEs and private organisations for Cabinet's consideration were prepared.

One major policy developed and approved in this term was the National Security Policy and Strategy approved by Cabinet in F.K.(19)29. The scope of this national policy covers border security, environmental and cyber security and generally national security issues for Samoa. The Ministry also developed several policies in view of issues that arose in this period such as the Policy on the Issuance and Use of Diplomatic and Official Passports and Policy on Samoan Deportees with criminal conviction (Returnees).

The Ministry also continued to strength its monitoring role in ensuring Cabinet decisions on national policies and major developments were implemented and conducted one on one sessions with the implementing Agencies to discuss the status, progress, timeframe and issues for the delay reported back

CHALLENGES AND REMEDIAL ACTIONS:

In terms of challenges, each Division had their own issues but were mostly manageable with the means of resources, systems and staff capacity. However, there were some issues affecting the Ministry overall such as the congestion of some Divisional Office spaces as vacancies became filled, storage space for files across Divisions and some performance conduct issues involving staff not complying with proper processes.

Accordingly, the Ministry has put in place remedial actions to address these issues over this reporting period with the revision of its Office space layout and resources, encouraging the use of scanning of files and documents and the Ministry has followed the prevailing policies and procedures set out by the Public Service Commission in dealing with staff misconduct.

Despite these issues and challenges, the Ministry have concluded this financial year in high spirits and steadfast faith and trust in the Lord who did not forsake us but has carried the Ministry through these trying times and issues as alluded to above. We will continue to serve our country to the best of our abilities and give thanks and glory to our heavenly father for everything we have been able to achieve through Christ who strengthens us.

Ma le faaaloalo lava,



Agafili Shem Leo
CHIEF EXECUTIVE OFFICER

MANDATE

The mandate of the Ministry of the Prime Minister and Cabinet is derived from the following legislations:

- Constitution of the Independent State of Samoa Act 1960;
- Constituencies Act 1963,
- Public Seal and Crest of Samoa Act 1973;
- Citizenship Act 2004,
- Head of State Act 1965;
- Honours and Awards Act 1999;
- Immigration Act 2004;
- Ministerial Departmental Arrangements Act 2003;
- Parliamentary Under Secretaries Act 1988;
- Passport Act 2008;
- Public Finance Management Act 2001;
- Public Service Act 2004;
- Public Service Regulations 2008;
- Remuneration Tribunal Act 2003.
- Media Council Act 2015.
- Samoa Antiquities Ordinance 1954;
- Samoa Status Act 1963

STAFF COMPOSITION

There were 91 staff employed by the Ministry of the Prime Minister and Cabinet at the close of the financial year 2017/2018. These included 8 Contract Employees, 56 permanent Officers, 2 Temporary Employees and 25 politically appointed employees as illustrated in Figure 1 below. Political employees consisted of staff serving in the Executive Offices and the Press and Communications Division.

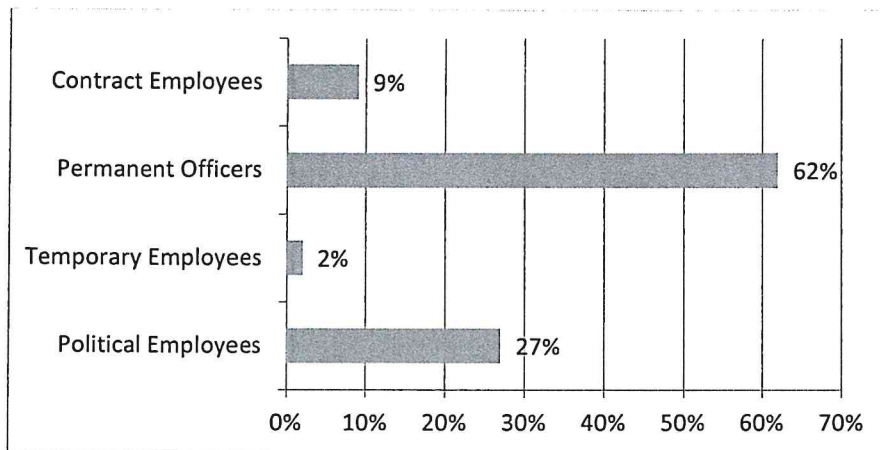


Figure 1: Employee category

From the 91 employees recorded at the end of the financial year, 35 were male and 56 were female.

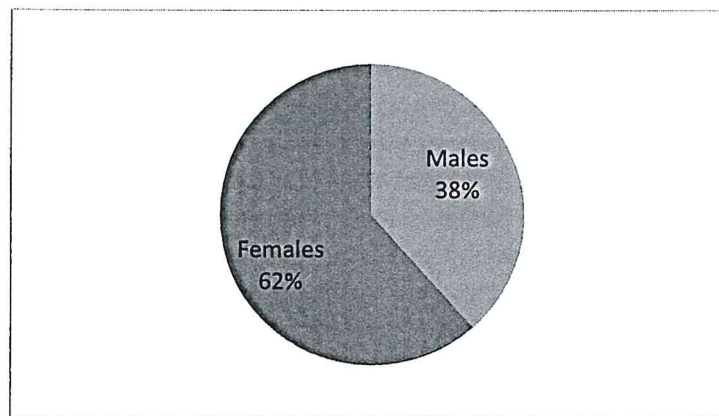


Figure 2: Gender composition

In terms of age groups, 29% were in their 20s, 30% were in their 30s, 27% were in their 40s and 14% were over 50 years of age with the latter mostly consisting of our long serving employees as shown in Figure 3 below. Overall, the Ministry has a fairly youthful workforce with the youngest employee at 21 years of age and employed as a Cashier whilst the eldest employee was 63 years of age and is a political appointee serving as a Public Relations Officer.

FINANCIAL SUMMARY FOR FY 2017/2018

The total approved budget for the Ministry of the Prime Minister and Cabinet in FY 2017-2018 was \$7,731,625, an increase of .4% from the previous FY 2016 - 2017.

The table below depicts the approved provisions allocated to each Division, their actual spending and remaining funds at the end of the financial year.

Financial management for the Ministry for financial year 2017/2018			
Expenditures:			
Output provided by Ministry	Approved Estimate	Spending	(OVER)/UNDER
1.1 - Servicing the Office of the Head of State	\$475,189	\$471,916	\$3,273
1.2 Servicing the office of the Council of Deputies	\$281,449	\$273,629	\$7,820
2.0 - Policy Advice to the Prime Minister	\$643,606	\$641,580	\$2,026
3.0 - Prime Ministerial Support	\$651,038	\$649,690	\$1,348
4.0 - Immigration Policy Administration	\$1,216,744	\$1,201,579	\$15,164
5.0 - Cabinet Secretariat	\$411,103	\$407,138	\$3,965
6.1 - Press & Communication Division	\$677,787	\$675,891	\$1,896
7.0 - Information, Communication and Technology	\$185,900	\$175,768	\$13,132
Central Services Unit	\$833,788	\$828,561	\$5,227
TOTAL OUTPUT	\$5,376,603	\$5,329,800	\$46,803

Transactions on Behalf of the Head of State	Approved budget	Spending	(OVER)/UNDER
Membership Fees			
PIDC Annual Contribution	\$8,700	\$8,700	0
Arms Trade Treaty	\$10617	\$4494	\$6,123
	\$19317	\$13194	\$6,123
Commemorative Days			
American Samoa Flag Day	\$60,000	\$60056	-\$56
Prayer & Fasting	\$19,200	\$19,123	\$77
	\$79,200	\$79,179	\$21
Gov't Policies/Initiatives			
Purchase of Passports	\$610,000	\$609,715	\$285
Special Pension	\$14,400	\$14,400	0

DIVISIONAL PERFORMANCE FOR FINANCIAL YEAR 2017/2018

1. OFFICE OF THE HEAD OF STATE

The role of the Office of the Head of State is to provide administrative, secretarial and advisory support to the Head of State to enable him to perform his constitutional, ceremonial and community leadership responsibilities for the State.

These activities include:

- Communicating of Cabinet Decisions to the Head of State for his assent.
- Coordinating of all official documents for the Head of State to endorse.
- Coordinating of official visits for and appointments with the Head of State.
- Coordinating the safety and smooth proceedings of the Head of State's attendance at official functions, invitations etc.
- Organising official and personal travel for the Head of State and Masiofo as required and ensuring all relevant protocols are in place for such.

The following are the achievements by the Office of the Head of States in this FY 2017/2018:

Divisional targets for 2017/18	Linkage to Strategic Plans			Status	Comments
	<i>MPMC Corporate Plan 2017-2018</i>	<i>Sector plan</i>	<i>SDS- 2016/17-2019/2020</i>		
1. Accurate and timely communication of all cabinet decisions to the Head of State.	<i>Strategic Goal 2- Efficient and effective secretariat services and support.</i>	<i>PASP 2013/14 - 2017/18: Goal 1, Improve the quality of public service delivery.</i>	<i>Key Outcome 5: Participation of Private sector in Development Enhanced.</i>	ACHIEVED	All Cabinet decisions were communicated to the Head of State within 24 hours of each Cabinet meeting as per Constitutional requirements.
2. Accurate and timely relaying of all official documents for the Head of State's promulgation.	<i>Strategic Goal 2- Efficient and effective secretariat services and support.</i>	<i>PASP 2013/14 - 2017/18: Goal 1, Improve the quality of public service delivery.</i>	<i>Key Outcome 5: Participation of Private sector in Development Enhanced.</i>	ACHIEVED	All official documents relayed for the Head of State promulgation were completed and dispatched within 24 hrs.
3. Timely preparation of official	<i>Strategic Goal 2-</i>	<i>PASP 2013/14 -</i>	<i>Key Outcome 5: Participation of</i>	ACHIEVED	Preparations for official ceremonies hosted by the

2. OFFICE OF THE COUNCIL OF DEPUTIES

The role of the Office of the Council of Deputies mirrors that of the Office of the Head of State in providing administrative, secretarial and advisory support services to the Members of the Council of Deputies, to enable them to perform the roles normally performed by the Head of State, when the Head of State is absent from the country.

These include:

- Communicating of Cabinet Decisions to the Members of the Council of Deputies for their approval.
- Coordinating of all official documents for the Members of the Council of Deputies to endorse.
- Coordinating of official visits for and appointments with the Members of the Council of Deputies.
- Coordinating the safety and smooth proceedings of the Members' attendance at official functions, invitations, ensuring all relevant protocols are in place.
- Organising official travel for the Members of the Council and their spouses.

The following are the achievements by the Office of the Council of Deputies for FY 2017/2018:

Divisional Targets for 2017/2018	Linkage to strategic plans			Status	Comments
	MPMC Corporate Plan 2017-2018	Sector plan	SDS- 2016/17-2019/2020		
1. In the absence of the Head of State, ensure the timely execution of the constitutional responsibilities of the Head of State by the Council of Deputies.	<i>Strategic Goal 2- Efficient and effective secretariat services and support.</i>	<i>PASP 2013/14 - 2017/18: Goal 1, Improve the quality of public service delivery.</i>	<i>Key Outcome 5: Participation of Private sector in Development Enhanced.</i>	ACHIEVED	The responsibilities and duties of the Head of State were duly executed by the Council of Deputies in his absence in this reporting period.
2. To provide efficient secretarial, administrative and financial support services for the Office of the Council of Deputies.	<i>Strategic Goal 2- Efficient and effective secretariat services and support.</i>	<i>PASP 2013/14 - 2017/18: Goal 1, Improve the quality of public service delivery.</i>	<i>Key Outcome 5: Participation of Private sector in Development Enhanced.</i>	ACHIEVED	The Standard Operation Procedural (SOP) Manual for the Office of the Council of Deputies was endorsed in June 2018.

		<i>of public service delivery.</i>	<i>delivery.</i>		with no cancelled appointments.
4. Improved coordination of safety and security arrangements for the PM measured by the percentage of security measures put in place and enforced.	<i>Goal 4: Vigilant and coordinated national and border security.</i>	<i>PASP 2013/14 - 2017/18: Goal 1, Improve the quality of public service delivery.</i>	<i>Key Outcome 5: Participation of Private sector in Development Enhanced.</i>	ACHIEVED	With security measures and arrangements put in place and enforced for national security, at the same time the PM's safety and security is also guaranteed. Target was achieved 100% in ensuring the safety and security of the PM at all times.

<p>2. Assist with the development of internal policies for other Divisions within MPMC and lead the development of the following policies:</p> <ul style="list-style-type: none"> • Returnees • Refugees • Any policies or information papers as directed by the CEO. 	<p><i>Goal1: Strengthen whole of government policy and program coordination and monitoring.</i></p>	<p><i>PASP 2013/14 - 2017/18: Goal 1, Improve the quality of public service delivery.</i></p>	<p><i>All priority Areas (Economic, Social, Infrastructure and Environment.)</i></p>	<p style="text-align: center;">ACHIEVED</p>	<ul style="list-style-type: none"> • Policy on Returnees was approved by Cabinet. • Draft policy on Refugees is with the CEO. • Papers produced by PIMD as directed by the Prime Minister and CEO: <ol style="list-style-type: none"> 1. Information, Research and Analysis Paper on National Security Policy for Samoa. 2. Information paper on narcotics. 3. Entitlements for Departing Head of State. 4. Paper on Diplomatic and Official Passports. 5. Information Paper on Land Disputes, Elise Fou, Aai o Fiti, Aai o Niue. 6. Information Paper on Refugees. 7. Information Paper on Half Mast of the Samoan Flag. 8. Information Paper on the banning of Plastic Bags in Samoa. 9. Information paper on Samoa Possible 10. Information paper on Samoa Sports Hall of Fame approved by Cabinet for PIMD to work with MESC & SASNOC to develop guidelines for setting up of Hall of Fame.
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					<p>to discuss the status, progress, timeframe and issues for the delay. At the close of this financial year, PIMD have followed up thirty nine (39) Cabinet Decisions which were implemented by 21 Government Ministries and State Owned Enterprises.</p> <p>PIMD also developed a database for monitoring of Cabinet decisions, developed an M&E Framework and a Standard Operating Procedure (SOP) Manual for monitoring and evaluating of Cabinet decisions.</p>
5. Develop an effective and efficient Strategy to ensure timely dissemination of Cabinet policy decisions to all Ministries and relevant stakeholders.	<p><i>Goal 1. Strengthen whole of government policy and program coordination and monitoring.</i></p> <p><i>Goal 3: Efficient and accurate communications.</i></p>	<p><i>PASP 2013/14 - 2017/18: Goal 1, Improve the quality of public service delivery.</i></p>	<p><i>All priority Areas (Economic, Social, Infrastructure and Environment.)</i></p>	ACHIEVED	<p>Draft review of the Cabinet Handbook is already in place but this work has now been moved to the Cabinet Secretariat Division.</p>
6. Implement One Public Sector-One Vision for Good Governance-One Policy strategy (from PASP, PSC, MPMC, MOF and MPE are co-leading this activity).	<p><i>Goal 1. Strengthen whole of government policy and program coordination and monitoring.</i></p>	<p><i>PASP 2013/14 - 2017/18: Goal 1, Improve the quality of public service delivery.</i></p>	<p><i>All priority Areas (Economic, Social, Infrastructure and Environment.)</i></p>	POSTPONED	<p>This work has now been passed on to the Reform Committee for their consideration.</p>

					<ul style="list-style-type: none"> 2. Samoa Possible (Taskforce) 3. Diplomatic and Official Passport Policy (MPMC) 4. Agro-Tourism Project (MAF/STA) 5. Privatization of SOEs (MPE) 6. District Development Framework (MWCSO) 7. National Professional Development Policy 2018-2023 (MESC) 8. National Teacher Development Framework 2018-2028 (MESC) 9. Government Teachers Appraisal Policy 2018-2023 (MESC) 10. Trafficking in Human Beings (MPMC) 11. School Governance Framework 2018-2028 (MESC) 12. School Governance Policy 2018-2023 (MESC) 13. School Management Policy 2018-2023 (MESC) 14. National Identification System for Samoa (STATS) 15. Practitioners and Building Contractor Registration Policy (MWTI) 16. Annual Report Update (MPMC) 17. National Dig Once
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5. IMMIGRATION DIVISION

The Immigration Division is responsible for the administration and provision of policy advice on all immigration matters.

These include:

- Assessing eligibility and granting of Samoan citizenship.
- Assessing eligibility and granting entry permits and temporary and permanent residency.
- Assessing eligibility and issuance of travel documents (passports, Document of Identity (DOI), Certificate of Identity (CI)).
- Effective monitoring and managing of border security for Samoa in close coordination with local, regional and overseas border agencies.
- Managing Intel and information sharing on border security working closely with law enforcement agencies.
- Managing inflow of Samoan citizens being returned from overseas countries.

The following are the achievements by the Immigration Division for FY 2017/2018:

Divisional Targets for 2017/2018	Linkage to strategic plans			Status	Comments
	<i>MPMC Corporate Plan 2017-2018</i>	<i>Sector plan</i>	<i>SDS- 2016/17-2019/2020</i>		
<p>1. Border Management Ensure the safety and security of Samoa through:</p> <ul style="list-style-type: none"> • Vigilant screening of passengers at the borders • Ensuring compliance with entry requirements and provisions of the Immigration Act. • Review of current legislations and develop regulations to strengthen screening processes 	<i>Goal 4: Vigilant and coordinate national and border security.</i>	<i>PASP 2013/14 - 2017/18: Goal 1, Improve the quality of public service delivery.</i>	<i>Priority Area 2: Social; Key Outcome 8: Social Institutions Strengthened; 8.2 Community Safety improved Strategic outcome 2: crime management improved.</i>	ACHIEVED	All passengers arriving and departing from Samoa were profiled in accordance with provisions of the Immigration Act 2004 and International Civil Aviation Organization (ICAO) standards Immigration continued to work collaboratively with other Border agencies to ensure all borders are secured. Drafting Instructions have been developed for the review of the Immigration Act, and now in the process of vetting for a drafter to progress to the final phase on target for tabling at Parliament and endorsement by June 2019.

<p>delivery</p> <ul style="list-style-type: none"> • Development of Standard Operating procedures for delivering core processes such as Passport issuance, permit issuance, and citizenship. 	<p><i>whole of government policy and program coordination and monitoring;</i></p> <p><i>Goal 4. Vigilant and Coordinated National and Border Security; and</i></p> <p><i>Goal 5: Organizational Efficiency and Effectiveness</i></p>	<p><i>2017/18: Goal 1, Improve the quality of public service delivery.</i></p>	<p><i>Social; Key Outcome 8: Social Institutions Strengthened</i></p> <p><i>8.2 Community Safety improved</i></p> <p><i>Strategic outcome 2: crime management improved.</i></p>		<p>been developed and awaiting endorsement by CEO before implementation.</p>
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<p>Committees prepared and facilitated in accordance with requirements of the Cabinet Handbook and FK(16)36:</p> <ul style="list-style-type: none"> • Weekly • Special • Cabinet Sub Committees 	<p><i>Services and Support.</i></p>	<p><i>Improve the quality of public service delivery.</i></p>	<p><i>Infrastructure and Environment.)</i></p>		<p>Committee meetings for Official travel, 10 for Medical treatments and 14 for Reports.</p>
<p>3. Number of Cabinet minutes and decisions (FK) prepared and delivered in line with the Constitution requirements.</p> <ul style="list-style-type: none"> • Minutes • 24-hour Decisions (FK)/week • Weekly Decisions/week. 	<p><i>Goal 2: Effective and Efficient Secretariat Services and Support</i></p>	<p><i>PASP 2013/14 - 2017/18: Goal 1, Improve the quality of public service delivery.</i></p>	<p><i>All priority Areas (Economic, Social, Infrastructure and Environment.)</i></p>	<p>ACHIEVED</p>	<p>We were able to prepare 43 Minutes for normal Cabinet meetings, 25 Special meetings and 38 for Cabinet Sub-Committee meetings (including Official travels, Medical treatments and Reports). There were 583 twenty-four (24) hours FK prepared and conveyed and 320 reconfirmed FKs</p>
<p>4. Improved preparation and screening of warrants and applications for consent of the Head of State measured by percentage of documents duly promulgated by the HOS.</p>	<p><i>Goal 1: Strengthen Whole of Government policy and program coordination and support</i></p>	<p><i>PASP 2013/14 - 2017/18: Goal 1, Improve the quality of public service delivery.</i></p>	<p><i>All priority Areas (Economic, Social, Infrastructure and Environment.)</i></p>	<p>ACHIEVED</p>	<p>A total of 106 Warrants of absence, 112 Warrants of Appointment, 64 Warrants of License as Marriage Officers, 3 Warrants of termination, 1 Warrant of suspension and 29 Alienations of freehold land duly executed by the HOS</p>
<p>5. Date by which phase three of TRIM based computerized system for Cabinet meetings is fully operational.</p>	<p><i>Goal 5 Organizational efficiency and effectiveness.</i></p>	<p><i>PASP 2013/14 - 2017/18: Goal 3 Improve Integrity and Culture</i></p>	<p><i>Priority Area 3: Infrastructure,</i> <i>Key Outcome 11: Improved and Affordable</i></p>	<p>ACHIEVED</p>	<p>Negotiations with Infocentrik on how to implement this project is complete, since there was no provision in the last FY for this task and we are proposing to continue it in the new FY due to its importance in managing and controlling of leakage of</p>

7. PRESS AND COMMUNICATIONS DIVISION

The Press and Communication combines the Savali newspaper and the Press Secretariat and their main responsibility is to disseminate government information to the public and stakeholders.

These include:

- Production and issuance of the weekly bilingual Savali and monthly Savali Samoa newspaper.
- Leading the communicating of Press releases on government developments, projects, forum meetings, Cabinet Decisions as relevant and government responses.
- Preparing Government responses and providing media-related advice for any major issues that require Government intervention or response and correct any misinformation if needed.
- Manage and update the online government website and government social media forums.
- Coordinating of the media for government events, interviews etc.

The following are the achievements by the Press and Communications Division for FY 2017/2018:

Divisional targets for 2017/18	Link to strategic plans			Status	Comments
	MPMC Corporate Plan 2017-2018	Sector plan	SDS- 2016/17-2019/2020		
1. Regular and timely production and distribution of the Savali newspaper publications which includes both the weekly (bilingual) and the monthly (Samoan) editions.	Goal 3 Efficient and accurate communications.	PASP 2013/14-2017/18 Goal 1 : Improve the Quality of Public Service Delivery	All priority Areas (Economic, Social, Infrastructure and Environment.)	ACHIEVED	Achieved the target output for both weekly and monthly editions of the Savali. Weekly edition: 50 issues compiled, printed and distributed on time. Monthly edition: 12 issues compiled, printed and distributed.
2. Provide the Savali newspaper (weekly and monthly editions) free of charge to the public.	Goal 3 Efficient and accurate communications.	PASP 2013/14-2017/18 Goal 1 : Improve the Quality of Public Service Delivery	All priority Areas (Economic, Social, Infrastructure and Environment.)	ACHIEVED	Effective July 2017, the Savali Newspapers – both weekly and monthly editions - have been provided for free to the public. This was a strategic move to encourage the public to read our (weekly) newspaper and in turn disseminate information from government. This was also the only way to try and reignite interest in the paper and ensure we are making it easier for the

		<i>Delivery</i>			<p>directly from Cabinet via the Prime Minister and are made available as he is available.</p> <p>The Releases are regularly printed in local newspapers, run on radio and television broadcast news and disseminated widely on social media (www.facebook.com/samoagovt).</p> <p>Releases are also sent out to local government officials and public servants for their awareness and information of what is going on in government.</p>
5. Compile Press Releases on behalf of government in response to any major issues that require government intervention.	<i>Goal 3 Efficient and accurate communications.</i>	<i>PASP 2013/14- 2017/18 Goal 1 : Improve the Quality of Public Service Delivery</i>	<i>All priority Areas (Economic, Social, Infrastructure and Environment.)</i>	ACHIEVED	<p>The Press Secretariat compiles general media releases every day and disseminates to media at an average of 3 per day. These can be a mix of releases that they have compiled themselves or are disseminating on behalf of other government agencies.</p> <p>The Press Team also monitors the news and flags any major issues that may require a response. At which point they will start working on a written response or provide advice on how to respond via broadcast.</p> <p>As with the Cabinet Releases, the general media releases are regularly printed in local newspapers, run on radio and television broadcast news and disseminated</p>

					sporting events. This requires linking up with whatever agency is partnering with government for any event and working together to ensure the Samoan government perspective is well represented and the needs of our PM and Cabinet Ministers are taken care of. Specifically, ensuring media coverage and media access is going to reflect positively on Samoa and our leaders.
7. Develop a Communications Strategy for the Press and Communications Division, to be applied internally and at Ministry level.	<i>Goal 3: Efficient and accurate communications.</i>	<i>PASP 2013/14-2017/18 Goal 1 : Improve the Quality of Public Service Delivery</i>	<i>All priority Areas (Economic, Social, Infrastructure and Environment.)</i>	POSTPONED	A Draft has been completed and is being finalised. The draft was put together after more than half a dozen consultations within the PCD to determine strategies and work processes that are currently in place. Expecting to finalise this Strategy before the end of October 2018.
8. Adapt a training plan for staff and link to Performance Agreements and Reviews.	<i>Goal 5: Organizational efficiency and effectiveness</i>	<i>PASP 2013/14-2017/18, Goal 2 : Improve HR capacities and</i> <i>Goal 3: Improve Public Sector Integrity and culture</i>	<i>Priority Area 2: Social, Key Outcome - 7</i>	ACHIEVED	Two internal refresher trainings have been held for the News team – which includes the annual refresher on the JAWS Code of Practice. A Divisional training for Google Products was arranged with the help of ICT which has allowed our whole Division to utilise Google Products such as Sheets, Docs, and Calendar to coordinate our work and arrange meetings and keep track of our work.

					meeting and completely confidential so we do not keep minutes.
10. Revenue target	<i>Goal 5: Organizational efficiency and effectiveness</i>	<i>PASP 2013/14-2017/18, Goal 1 : Improve the Quality of Public Service Delivery</i>	<i>Priority Area 1: Financial</i>	ACHIEVED	The Savali met its revenue target (\$289,000) for 2017/2018.

		<i>enhancing the effectiveness, efficiency, inclusiveness, accountability and transparency of state governance</i>	<i>Country Wide ICT Connectivity</i>		
4. Plan and implement system reviews and upgrades	GOALS 2, 3, 4, 5	<i>Communications Sector Plan 2017/18 - 2021/22, Goal 3: To utilize ICT as a means for enhancing the effectiveness, efficiency, inclusiveness, accountability and transparency of state governance</i>	<i>Priority Area 3: Infrastructure Key Outcome 11: Improved and Affordable Country Wide ICT Connectivity</i>	ONGOING	System reviews are ongoing, with recommendations due to be proposed within 2018/2019 FY
5. Review system solutions for internal records management and information sharing	GOALS 2, 3, 4, 5	<i>Communications Sector Plan 2017/18 - 2021/22, Goal 3: To utilize ICT as a means for enhancing the effectiveness, efficiency, inclusiveness, accountability and transparency of state governance</i>	<i>Priority Area 3: Infrastructure Key Outcome 11: Improved and Affordable Country Wide ICT Connectivity</i>	ONGOING	Few solutions are in deliberation, with efforts continuing for more options. A plan for a Ministry digitization system is to be delivered by June 2019. IT User Manual completed and compilation was inclusive of MPMC network map, systems guides, ad hoc how-to documentation, ICT policy and ICT forms for internal use. Updates to the manual are ongoing.

9. CORPORATE SERVICES DIVISION

The primary role of the Corporate Services Division (CSD) is to provide support services in areas of human resource management and development, financial management (budgeting, reporting, revenue collection and payment processing, assets) and centralised records management for the Ministry.

In the FY2017/2018 the CSD achieved the following:

Divisional Targets for 2017/2018	Linkage to strategic plans			Status	Comments
	MPMC Corporate Plan 2017 - 2021	Sector Plan	SDS		
1. Prudent and efficient financial management and administration.	<i>Strategic Goal 5: Organisational efficiency and effectiveness</i>	<i>PASP 2013/14 – 2017/18: Goal 3: Improve public sector integrity & culture.</i>	<i>Key Outcome 5: Participation of Private Sector in Development Enhanced</i>	ACHIEVED AND ONGOING	<p>Met all due dates given for budget planning cycle including new Budget estimates for FY2018/19, 2017/2018 Mid-Year Review and Full year review and fortnightly budget reporting to management.</p> <p>At least 90% of payments in a month were processed within 15 days and completed tender process for major contracts for services for the Ministry:</p> <ol style="list-style-type: none"> 1. Printing of departure and arrival cards. 2. Catering for Cabinet. 3. License and maintenance of the Border Management System. 4. Supply of passports and consumables. 5. Internet Services for

					stern written warnings. Completed 27 recruitment processes.
3. Enhance human resource development:	<i>Strategic Goal 5: Organisational efficiency and effectiveness</i>	<i>PASP 2013/14 – 2017/18: Goal 2, Improve Human Resources Capacities</i>	<i>Key Outcome 5: Participation of Private Sector in Development Enhanced</i>	ACHIEVED AND ONGOING	Completed 18 Continuous Learning Dialogues and 9 induction trainings for staff. Facilitated 18 overseas trainings and 25 local trainings. Completed first draft of the Ministry's Service Charter 2018 – 2021 and was launched in September 2018. Ongoing participation in career days hosted by Samoa Qualifications Authority and promotional visits by Ministry of Commerce, Industry and Labour.
4. Improved organisational support services and administration and coordination of state services.	<i>Strategic Goal 5: Organisational efficiency and effectiveness</i>	<i>Goal 3, PASP 2013/14 – 2017/18: Improve public sector integrity & culture.</i>	<i>Key Outcome 5: Participation of Private Sector in Development Enhanced</i>	ACHIEVED	State ceremonies facilitated: <ul style="list-style-type: none"> • Prayer and Fasting in January 2018 • Independence Celebrations in June 2018. Internal records policy reviewed. Quarterly submission of archived Ministry files to Records and Archives Division, Ministry of Education, Sports and Culture.