

## **FOREWORD FROM THE HONOURABLE PRIME MINISTER**

### **Afioga Leaupepe Taimaiono Toleafoa Faafisi**

Honourable Speaker  
Legislative Assembly of Samoa  
MULINUU

Dear Mr Speaker,

I am happy to present to the Legislative Assembly of Samoa the Ministry of the Prime Minister and Cabinet's Annual Report for the Financial Year 1 July 2019 – 30 June 2020.

Faafetai



Hon. Tuilaepa Dr Sailele Malielegaoi  
**PRIME MINISTER**

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## CHIEF EXECUTIVE OFFICER'S OVERVIEW

### ACHIEVEMENTS:

The difficulties facing the world today from the COVID 19 has affected Samoa on all fronts. With the challenges imposed by the measles outbreak in late 2019, the MPMC needed to also raise its standard of performance and delivering of its expected services. We praise the Name of our Lord Jesus Christ for His continuous and everlasting grace in guiding the Ministry and Samoa through this tough journey, which has also enabled the Ministry to successfully achieve its expected outcomes for this Financial Year. Some of the noted highlights included the following.

The 'Samoa Diaspora Unit', an initiative from the Honourable Prime Minister, to persuade and inspire the influential and successful Samoans in different fields and capacities across the globe was established in this Financial Year. '*E lele le toloa ae maau i le vai,*' the Samoa Diaspora Unit serves to capture the essence in the journey of swans (toloa), who must always return back to their ponds. Earlier in 2020, some of our Australia and New Zealand - based diaspora provided assistance to some of the families affected by the measles, as part of Government's recovery efforts.

Samoa Immigration, for the very first time, developed its consolidated "Immigration Code of Ethics", outlining all prescribed responsibilities of Immigration Officers. One of the key aspects in the Code is the Swearing-In of Immigration Officers which was conducted for the first time before the Honourable Prime Minister and Ministers of Cabinet. In addition, the Ministry also launched the Immigration Standard Operating Procedures (SOPs) to guide the execution of duties and responsibilities of Immigration Officers. Immigration work was based on the interpretation and application of the Immigration Act 2004 and other related legislations for years. The SOPs thoroughly articulated the procedures to follow to ensure efficient service delivery to Samoa.

The Head of State's (HOS) Official residence at Vaialele, was served from the Office of the Secretary to the Head of State at Motootua. In this Financial Year, the office of the Secretariat to the Head of State was relocated to the official residence of the Head of State at Vaialele.

The State of Emergency (SOE) orders relating to the Covid19 pandemic led to the Government to re-strategizing the celebration of the country's 58<sup>th</sup> Independence anniversary. The Ministry in collaboration with the Independence Committee coordinated the production of Samoa's first digital Independence program. This program was televised for local viewing by Television and radio stations, and was readily available to overseas Samoans through the Government of Samoa website, Savali Facebook page and YouTube channel.

Notable organizational reviews were conducted as part of the Ministry's continuing reforms of its human resources. This is evidence of the Ministry's diverse functional responsibilities with emphasis on whole of government coordination.

In terms of revenue collection, the Ministry managed to collect **\$6,008,250**, which was 6% less than the allocated target of \$6,423,764 for this reporting period. Challenges resulting from measles outbreak and the COVID 19 were the major contributing factors.

The Ministry continues to work in partnership with the PIDC, PTCN, PTCCC, OCO, and IOM in fortifying collective efforts and responses to border security.

Staff turnover remains a challenge for the Ministry. The Ministry's Continuous Learning Dialogue (CLD) sessions provided the platform for new staff to learn. Coaching and mentoring have been constantly offered as part of the Executive Management's responsibilities to staff development.

I thank our hardworking management and the staff of the MPMC for their contributions and commitment to serve Samoa. We had done it as a family for the glory of the Lord. As servants of the King of Kings and Lord of Lords, we praise His mighty Name, the Name of our Lord Jesus Christ, for the wisdom, knowledge and discernment that enabled us to achieve what we promised to deliver for the country in this FY.

Blessings,

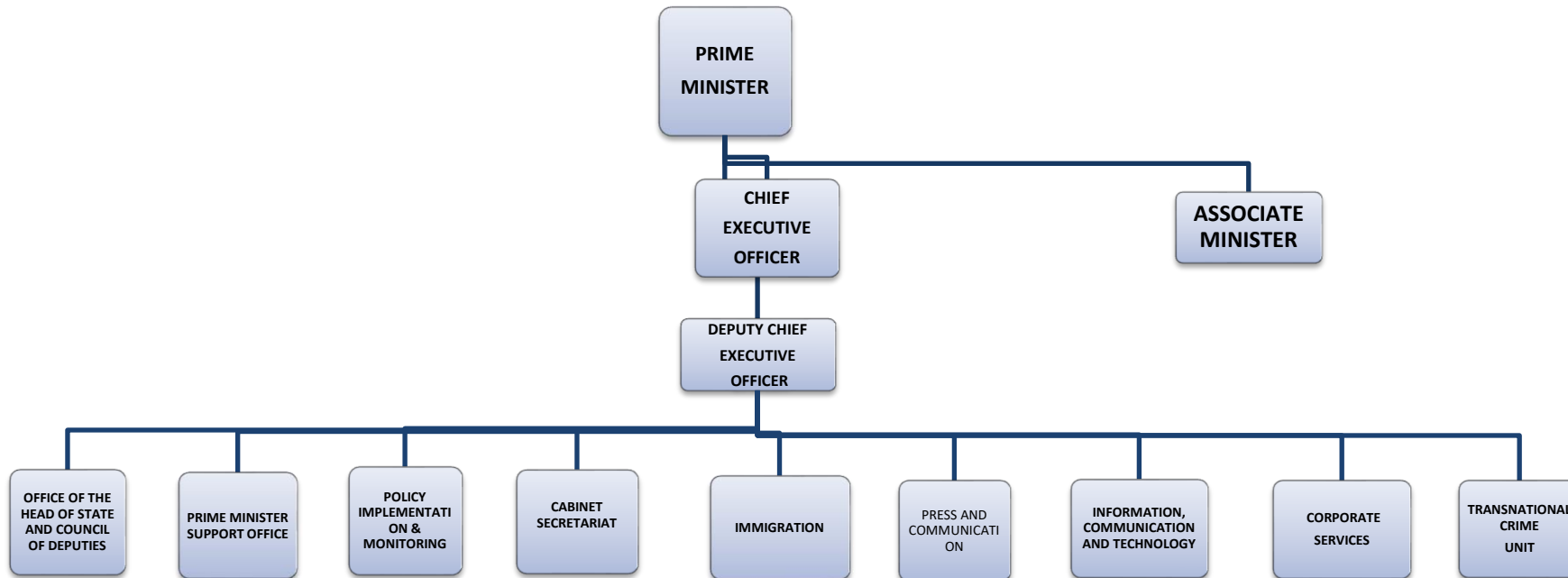


Agafili Tomaimanō Shem Leo

**CHIEF EXECUTIVE OFFICER/SECRETARY TO CABINET**

This Report is divided into two parts. The first part will discuss the overall structure and functions of the Ministry of the Prime Minister and Cabinet (MPMC). The second part of the Report will focus on the achievements by the different Divisions of the MPMC. Analyses of information are provided where necessary, for ease of reference.

Following is the MPMC Structure as of the Financial Year 2019/2020.



Picture 1: Ministry of the Prime Minister and Cabinet - Organizational Structure 2019 – 2020

## **MANDATE – MPMC Governance**

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

- Citizenship Act 2004;
- Constitution of the Independent State of Samoa Act 1960;
- Constituencies Act 1963;
- Conventional Arms Act 2017;
- Head of State Act 1965;
- Honours and Awards Act 1999;
- Immigration Act 2004;
- Media Council Act 2015;
- Ministerial Departmental Arrangements Act 2003;
- Parliamentary Under Secretaries Act 1988;
- Passport Act 2008;
- Public Finance Management Act 2001;
- Public Seal and Crest of Samoa Act 1973;
- Public Service Act 2004;
- Public Service Regulations 2008;
- Remuneration Tribunal Act 2003;
- Samoa Antiquities Ordinance 1954;
- Samoa Status Act 1963.

## **FUNCTIONS OF THE MINISTRY**

The Ministry of the Prime Minister and Cabinet is charged with the following functions:

- Provision of support and administrative services to the Office of the Head of State, Office of the Council of Deputies and the Office of the Honourable Prime Minister to ensure efficiency in the performance of their constitutional and leadership roles;
- Leading the whole of government policy coordination, policy development and advice on cross cutting issues at the national level and monitoring the implementation of Cabinet decisions in line with national strategic direction;
- Provision of Cabinet secretariat roles to Cabinet and the Executive Council to enable the effective performance on their roles and responsibilities;
- Provision of Press communication and media coordination services for government in providing accurate and timely dissemination of government information;
- Provision of Immigration policy advice, regulatory services relating to Citizenship and Passports, Residence, Permits and border management to ensure the protection of the national security of Samoa;
- Provision of secretariat support roles to the Honours and Awards Committee.

## **VISION:**

The MPMC's vision is *“Ensuring a well governed, secure and informed Samoa”*.

## **MISSION:**

Our Mission as a central agency lobbying for whole of government is *“To strengthen policy and programs coordination throughout the whole of government, bolstering national security and responses, strengthening information dissemination throughout government and the community and effective support of the Executive Offices”*.

## **GOALS**

By the end of the Financial Year 2021/2022, the MPMC hopes to achieve and realise the following goals.

1. Strengthen whole of Government policy and program coordination and monitoring.
2. Efficient and effective secretarial services and support
3. Efficient and accurate communications.
4. Vigilant and coordinated national borders security.
5. Organisational efficiency and effectiveness.

## I. STAFF COMPOSITION – WHO WE ARE

Out of the 107 filled positions in the Ministry, 78% are permanent positions and 22% are term positions which include the following:

- 8 contract employees on 3 year contracts.
- 5 ministerial support staff in the Prime Minister’s Office.
- 2 part time employee in the Corporate Services Division.
- 9 wage workers currently serving the Head of State.

The majority of these term employees are contract employees including the CEO, DCEO and ACEOs. The nature of contractual employment presents a threat of losing corporate knowledge and experience, especially at the Management level, if incumbents do not continue after expiry of contract.

The current Parliamentary term for the existing government from 2016 – 2021, may also impact on the Ministry’s ministerial staff that support the Prime Minister, if there is any change in this respect after the 2021 General Election.

As such, the Ministry has developed its own strategies and succession planning to ensure that knowledge is passed down to the future leaders within the Ministry, as well as to guarantee the continuity of government’s work for tomorrow. The Ministry will continue to serve Samoa, regardless of any change in Government.

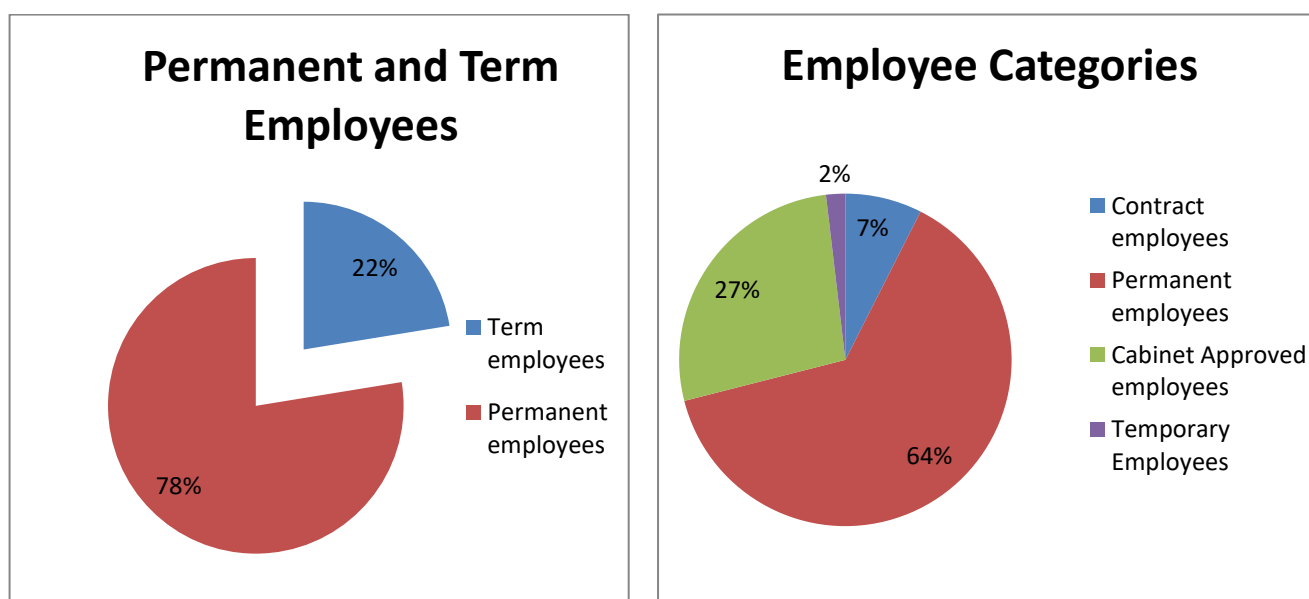


Figure 1: Employee category

From the 107 employees recorded at the end of the financial year, 40 were males and 67 were females.



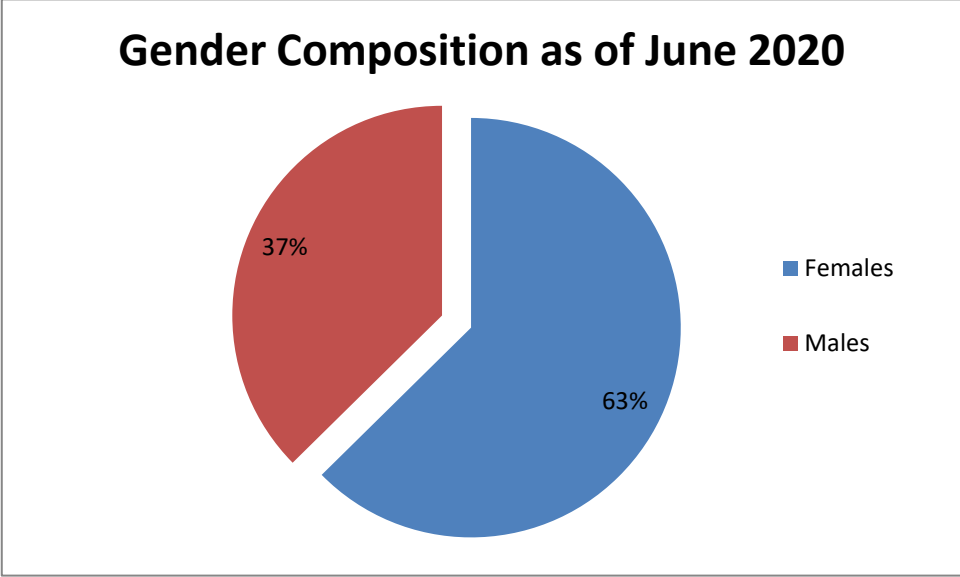


Figure 2: Gender composition

As of 30<sup>th</sup> June 2020, the Ministry of the Prime Minister and Cabinet’s total staff was at 107 employees. From this total, females made up 63% of total employees and 37% are male as shown in the graph above.

The majority of females are in their early 20s and early to mid-30s, while majority of males are in their early 20s and late 40s. Five positions in the Management Team are females and who are aged between the early 40s and early 50s. The 6 males in the Management Team are in their early 40s and late 50s.

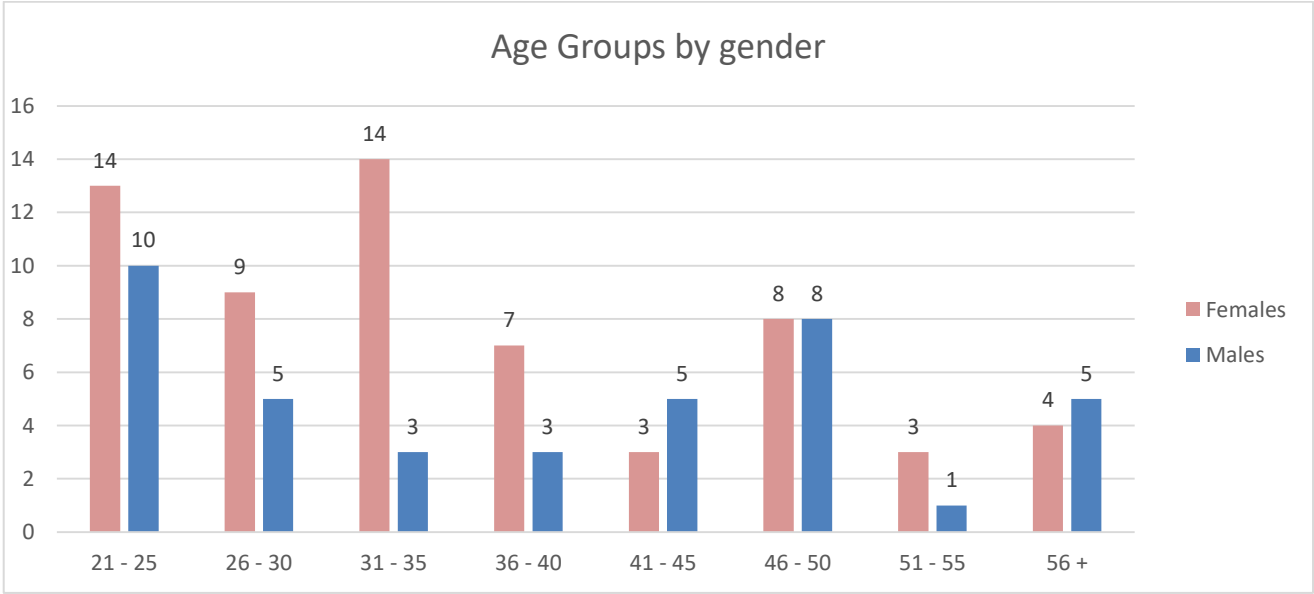


Figure 3: Age groups

## Staff Credentials

Total		Females	Males
3	Masters	1	2
2	Post-Graduate	1	1
28	Bachelor	20	8
19	Diploma	14	5
19	Certificate	10	9
17	PSSC	11	6
18	SC	10	8
1	Form 3	0	1
<b>107</b>	<b>TOTAL</b>	<b>67</b>	<b>40</b>

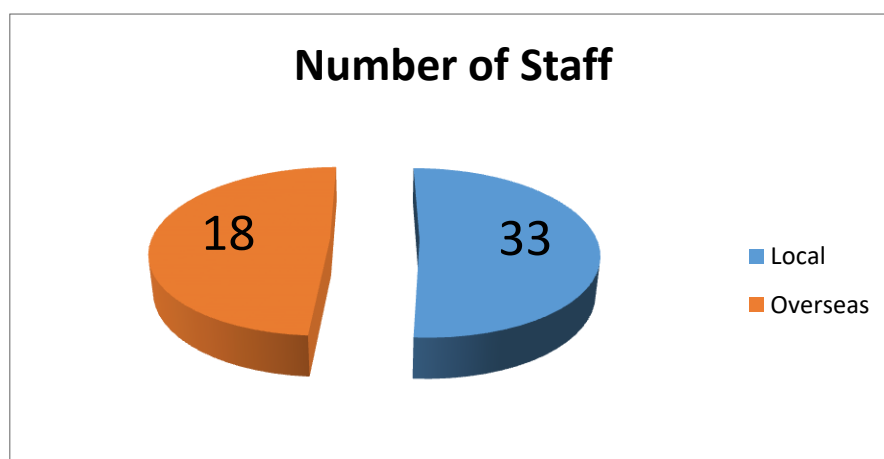
There are 33 out of 107 (31%) employees in the Ministry who have at least a Bachelor's degree. Majority of these are from local tertiary institutions, mainly the National University of Samoa; followed by overseas institutions (University of the South Pacific and New Zealand Universities). The majority of Bachelors are in the discipline of Arts and Commerce, which is fitting when considering the functional responsibilities of the Ministry are in Policy and Administration.

## Staff Mobility

	Status	Number of Staff
1	Resignation	14
2	Termination	2
3	Retirement	0
4	End of Contract	1
5	Re-appointment (Contract)	2
6	New Contract Awarded	1
7	New Recruits	21
8	Promotions	9

The recruitment and selection process is a continuous cycle due to staff turnover for numerous reasons. These included promotions internally or to other Government Ministries; others have been awarded the opportunity for further studies overseas through Government scholarship scheme, while others have retired. Two staff were dismissed for disciplinary related reasons.

## Trainings



Overseas trainings have decreased in the reporting period compared to last year as a result of the measles outbreak in the second quarter of the FY and State of Emergency restrictions governing our responses to the Covid19 pandemic, in the third quarter, which shutdown Samoa's international borders. Fortunately, a fair number of overseas trainings continued, which were attended by 18 staff, mostly from the Immigration Division and the Policy Implementation and Monitoring Division. These training opportunities are specifically designed to advance capabilities of staff manning border security as well as staff formulating border security policies to ensure that Samoa is fully equipped to address the rapid changing environment of border security risks.

Local trainings are generally provided by the Public Service Commission on generic skills across Government Ministries and Corporations. These trainings have provided and enhanced much needed improvement on customer services within the Ministry, especially for newly recruited staff into the service.

The Ministry ensured that the knowledge gained by the trained staff both locally and overseas are shared with other staff, to generate new ideas and skills to improve their own productivity. This is done through our very own Continuous Learning Dialogue (CLD) conducted twice a month. In the absence of overseas or local training, CLD has continued as a knowledge and experience sharing session targeting junior staff and newly recruited staff. There were also on-going induction trainings for all new staff that commenced work within this financial year.

### **FINANCIAL SUMMARY FOR FY 2019/2020**

The total approved budget for the Ministry of the Prime Minister and Cabinet in FY 2019-2020 was \$8,509,053, an increase of 7% from the previous FY 2018 - 2019. The table below depicts the approved provisions allocated to each Division, their actual spending and unused funds at the end of the financial year.

<b>Financial management for the Ministry for financial year 2019/2020</b>			
<b>Expenditures:</b>			
<b>Output provided by Ministry</b>	<b>Approved Estimate</b>	<b>Spending</b>	<b>(OVER)/UNDER</b>
1.1 - Servicing the Office of the Head of State	\$611,061	\$610,712	\$349
1.2 Servicing the office of the Council of Deputies	\$311,465	\$310,235	\$1,230
2.0 - Policy Advice to the Prime Minister	\$1,055,026	\$1,049,755	\$5,271
3.0 - Prime Ministerial Support	\$790,256	\$784,800	\$5,456
4.0 - Immigration Policy Administration	\$1,434,045	\$1,432,537	\$1,508
5.0 - Cabinet Secretariat	\$644,170	\$553,588	\$90,582
6.1 - Press & Communication Division	\$992,825	\$899,284	\$93,541
7.0 - Information, Communication and Technology	\$362,095	\$363,416	\$(1,321)
<b>TOTAL OUTPUT</b>	<b>\$6,200,942</b>	<b>\$6,004,327</b>	<b>\$196,614</b>

<b>Transactions on Behalf of the State</b>	<b>Approved budget</b>	<b>Spending</b>	<b>(OVER)/UNDER</b>
<b>Membership Fees</b>			
PIDC Annual Contribution	\$8,353	\$8,353	0
Arms Trade Treaty	<u>\$8,200</u>	<u>\$7,919</u>	<u>\$281</u>
	<b>\$16,553</b>	<b>\$16,272</b>	<b>\$281</b>
<b>Commemorative Days</b>			
American Samoa Flag Day	<u>\$60,000</u>	\$49,383	\$10,617
Prayer & Fasting	<u>\$15,000</u>	<u>\$11,647</u>	<u>\$3,353</u>
	<b>\$75,000</b>	<b>\$61,030</b>	<b>\$13,970</b>
<b>Gov't Policies/Initiatives</b>			
Purchase of Passports	\$610,000	\$610,000	0
Special Pension	\$14,400	\$14,400	0
Immigration Support Systems	\$261,233	\$252,511	\$8,722
Organic Farming Committee	\$25,770	\$25,036	\$734
Transnational Crime Unit	\$50,500	\$47,597	\$2,903
Two Samoa Talks	\$50,000	\$40,639	\$9,361
Cabinet Advisory Committee	\$30,000	\$26,853	\$3,147
Electronic Document Management System (EDMS)	\$83,000	\$80,930	\$2,070
	<b>\$1,124,903</b>	<b>\$1,097,966</b>	<b>\$26,937</b>
<b>Rents &amp; Leases</b>			
Government Building Lease	\$562,318	\$562,318	0
Rents & Leases –Faleolo (Immigration)	\$34,144	\$32,555	\$1,589
Rents & Leases - PIDC	\$54,920	\$54,917	\$3
<b>VAGST Output Tax</b>	\$440,274	\$372,955	\$67,319
<b>TOTAL TRANSACTIONS ON BEHALF OF THE STATE</b>	<b>\$2,308,112</b>	<b>\$2,198,013</b>	<b>\$110,099</b>

**Cost Recoveries:** The following table shows the actual revenue collected by the Ministry from both the Immigration Division and the Press and Communications Division through the Savali Newspaper and from similar media services provided by the Ministry to generate income.

<b>Cost Recoveries</b>	<b>Forecast</b>	<b>Actual collection</b>	<b>(OVER)/UNDER</b>
Immigration	\$ 6,103,764-00	\$5,582,543.65	\$521,220
Press & Communications	\$ 320,000-00	\$424,965.01	\$(104,965)
Other costs recoveries		\$ 741.23	\$741.23
<b>TOTAL</b>	<b>\$6,423,764</b>	<b>\$6,008,250</b>	<b>\$415,514</b>
<b>Collection Percentage</b>			<b>94%</b>

Savings at total of \$180,978.00 have been transferred to Bulk Purchase Special Purpose Account under Ministry of Finance, reported under Schedule 12 to be utilised in new financial year 2021 for purchase of ministry's assets:

Cabinet Secretariat	88,804
Communications and Press Division	92,174
	<u>180,978</u>

\*The Ministry accounts are unaudited therefore subject to changes after auditing by the Audit Office.

## II. DIVISIONAL PERFORMANCE FOR FINANCIAL YEAR 2019/2020

This part of the Report focuses primarily on the achievements of each of the MPMC Division's with regards to the Key Performance Indicators each individual division was responsible for.

### 1. OFFICE OF THE HEAD OF STATE AND COUNCIL OF DEPUTIES

The role of the Executive Office is to provide administrative and secretarial support to the Head of State and Members of the Council of Deputies, to enable them to perform their constitutional, ceremonial and community leadership responsibilities for the State.

The Division's main activities include:

- Communicating of Cabinet Decisions to the Head of State.
- Coordinating of all official documents for the Head of State to endorse.
- Coordinating of official visits for and appointments with the Head of State and the Members of the Council of Deputies.
- Coordinating the safety and smooth proceedings of the Head of State and Members of the Council of Deputies attendance at official functions, invitations etc.
- Organise and plan official ceremonies hosted by the Head of State and Members of the Council of Deputies.
- Organising official and personal travel for the Head of State and Members of the Council of Deputies as required and ensuring all relevant protocols are in place for such.

The following are the achievements by the Executive Office in this FY 2019/2020:

#### Linkage to High Level Outcomes:

**Sustainable Development Goals 2030:** Global Goals adopted by all United Nations Member States in 2015 as a universal call to action, to end poverty, protect the planet and ensure that all people enjoy peace and prosperity by 2030.

**S.A.M.O.A Pathway Outcome Statements:** Small Island Developing States Accelerated Modalities of Action.

**Pacific Framework for Regionalism:** "focussed on political conversations and settlements that address key strategic issues, including shared sovereignty, pooling resources and delegating decision-making"

**Samoa 2040 Outcomes:** "It is a forward looking statement that identifies the key economic opportunities, the potential of transforming Samoa to a high growth path by the year 2040."

Divisional Targets for 2019/2020 Financial Year (Performance Measures) <sup>1</sup>	National Strategic Outcome Links			Budget Standard or Target(s)	Status of Implementation (Colour Coded)	Comments
	Strategy for the Development of Samoa - 2016/17-2019/2020	Public Administration Sector Plan	MPMC Corporate Plan 2017-2021			
Improved administrative and secretarial support to the Head of State measured by: -number of warrants facilitated for HOS assent - number of presentation of credentials facilitated -number of official functions hosted by the HOS organised -number of travel for HOS arranged -percentage of correspondences prepared and subsequently endorsed by HOS.	<u>SDS 2016/2017 – 2019/2020.</u> Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment	<u>PASP 2019/2021 – 2021/2024 - 2025.</u> Objective 1.1: Customer focussed service delivery Objective 1.2: Strengthen transparency and accountability Objective 2.1 Improve policy developments.	<b>Vision</b> Ensuring a well governed, secured and informed Samoa <b>Mission</b> Strengthening policy and program coordination and bolstering national security. Goal 2. Efficient and effective secretariat services and support Goal 5. Organisational efficiency and effectiveness.	472 12 8 4 100%		Following the review, there was a steady improvement in the delivery time and the quality of support services provided to the Head of State during this period in order to ensure that his main responsibilities are fully and effectively carry out. The total number of warrants issued for his assent was able to achieve it set target by 100%. Although the number of warrants of absence was significantly dropped due to boarders closure, but the rapid increases in State of Emergency Orders signed by the Head of State has enabled the total amount of warrants to achieve it set target. The preparation and endorsement by the Head of State of correspondences was also achieved by 100% in terms of accuracy and timeliness. The most important factor that need to be aware of as an important milestone for these achievements is the re-location of the support office within the vicinity of the Head of State official residence. This has enabling the accuracy and acceleration of the processes as well as the effective and efficient management of responsibilities and resources. Other activities such as presentation of credentials, official functions and overseas travels were

<sup>1</sup> As in the 2019/2020 Budget Measures

						either completed, partially completed or re-scheduled for later dates due to Covid19 Pandemic restrictions.
Compile the Entitlements policy for the Head of State and Council of Deputies	<u>SDS 2016/2017 – 2019/2020.</u> Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment	<u>PASP 2019/2021 – 2021/2024 - 2025.</u> Objective 1.1: Customer focussed service delivery Objective 1.2: Strengthen transparency and accountability Objective 2.1: Improve policy development	Goal 2. Efficient and effective secretariat services and support. Goal 5. Organisational efficiency and effectiveness.	Policy on entitlements for Head of State and Council of Deputies completed by June 2020.		The Policy entitlements for the Head of State and Members of the Council of Deputies have already been compiled before June 2020.
Improved administrative and secretarial support to the Council of Deputies measured by: • Number of Cabinet Submissions communicated to the CODs within 24 hours. • Number of documents related to the CODs for promulgation within 24 hours (warrants etc). • Number of State ceremonies hosted by the CODs completed before the event (presentation of credentials etc). • Number of travel for the CODs arranged and ready before departure.	<u>SDS 2016/2017 – 2019/2020.</u> Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment	<u>PASP 2019/2021 – 2021/2024 - 2025.</u> Objective 1.1: Customer focussed service delivery Objective 1.2: Strengthen transparency and accountability Objective 2.1: Improve policy development	Goal 2. Efficient and effective secretariat services and support. Goal 5. Organisational efficiency and effectiveness.	158 19 01 4		The actual number of warrants facilitated for CODs assent during the period under review achieved its set target. Also the actual number of documents presented to the CODs for promulgation has also reached its set target for the year. However, the actual number of official ceremonies hosted by the CODs as well as CODs overseas travels were either completed or postponed to later dates due to COVID 19 pandemic restrictions.
Provide efficient, professional and responsive administrative and secretarial support	<u>SDS 2016/2017 – 2019/2020.</u> Key Outcome 8:	<u>PASP 2019/2021 – 2021/2024 – 2025</u> Objective 1.1: Customer focussed service delivery Objective 1.2:	Goal 2. Efficient and effective secretariat services and support. Goal 5. Organisational	Orientation Manual for Members of the Council of		As a result of the recent merged between the HOS and the CODs divisions to form one single division within the Ministry called the Executives division, an Orientation Manual has since been developed to combine in one

services to the Council of Deputies	Social Institutions Strengthened	Strengthen transparency and accountability Objective 2.1: Improve policy development	efficiency and effectiveness.	Deputies to be developed by June 2020.		document all the necessary information required to serve as reference and resource guide for both the Head of State and the Members of the Council of Deputies.
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Overall the Division providing executive support to the Head of State and the Council of Deputies completed all its key indicators for the FY 2019/2020.

## 2. OFFICE OF THE PRIME MINISTER.

The role of the Office of the Prime Ministerial is to provide administrative and secretarial support services to the Prime Minister to ensure the smooth running of the Prime Minister’s appointments and daily work. These include:

- Organising daily appointments with and for the Prime Minister.
- Coordinating the receiving and despatching of documents for the Prime Minister’s approval/endorsement and his daily mail.
- Coordinating 24 hour security for the Prime Minister.
- Coordinating logistical arrangements for the Prime Minister’s attendance at official ceremonies, invitations and official travel.
- Perform public relations liaison role and prepare research and advice to the Prime Minister on general matters referred to by the Prime Minister from time to time.

The following are the achievements by the Office of the Prime Minister for FY 2019/2020:

### Linkage to High Level Outcomes:

**Sustainable Development Goals 2030:** Global Goals adopted by all United Nations Member States in 2015 as a universal call to action, to end poverty, protect the planet and ensure that all people enjoy peace and prosperity by 2030.

**S.A.M.O.A Pathway Outcome Statements:** Small Island Developing States Accelerated Modalities of Action.

**Pacific Framework for Regionalism:** “focussed on political conversations and settlements that address key strategic issues, including shared sovereignty, pooling resources and delegating decision-making”

**Samoa 2040 Outcomes:** “It is a forward looking statement that identifies the key economic opportunities, the potential of transforming Samoa to a high growth path by the year 2040.”



Divisional Targets for 2019/2020 Financial Year (Performance Measures) <sup>2</sup>	National Strategic Outcome Links			Budget Standard or Target(s)	Status of Implementation (Colour Coded)	Comments
	Strategy for the Development of Samoa - 2016/17-2019/2020	Public Administration Sector Plan	MPMC Corporate Plan 2017-2021			
Improved secretarial support to the PM measured by the percentage of correspondences/responses prepared for and endorsed by the PM.	<u>SDS 2016/2017 – 2019/2020.</u> Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment	<u>PASP 2019/2021 – 2021/2024 - 2025.</u> Objective 1.1: Customer focussed service delivery Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness Objective 2.1 Improve policy developments.	<b>Vision</b> Ensuring a well governed, secured and informed Samoa <b>Mission</b> Strengthening policy and program coordination and bolstering national security. Goal 2. Efficient and effective secretariat services and support. Goal 5. Organisational efficiency and effectiveness.	100%		Target has been achieved - 4,559 received mails including emails for the PM's attention. 2,592 outward correspondence registered, delivered and signed for by the addressees/recipients. STSC=467, Credentials/Instruments=29, Permits=9, Ty1s=49, Bills=23, - So far no complaints received.
Effective coordination of submissions for the PM's endorsement for Cabinet Meetings measured by the percentage of Cabinet submissions approved for inclusion in Cabinet meeting agenda.	<u>SDS 2016/2017 – 2019/2020.</u> Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment	<u>PASP 2019/2021 – 2021/2024 - 2025.</u> Objective 1.1: Customer focussed service delivery Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness Objective 2.1 Improve	Goal 2. Efficient and effective secretariat services and support. Goal 5. Organisational efficiency and effectiveness.	100%		During the reporting period all PKs, Circulations and PSC Interview Reports received by the Office were endorsed, signed by the Hon. Prime Minister and disseminated to Cabinet/respective ministries: 728 PKs, 322 Circulations and 54 PSC Reports confirming that target was achieved.

<sup>2</sup> As in the 2019/2020 Budget Measures

		policy developments.				
Improved coordination of meetings and appointments for the Prime Minister measured by the percentage of actual appointments and meetings conducted against scheduled ones.	<b><u>SDS 2016/2017 – 2019/2020.</u></b> Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment	<b><u>PASP 2019/2021 – 2021/2024 - 2025.</u></b> Objective 1.1: Customer focussed service delivery Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness Objective 2.1 Improve policy developments.	Goal 2. Efficient and effective secretariat services and support. Goal 5. Organisational efficiency and effectiveness.	100%		Target has been achieved i.e. 95% of appointments scheduled were actually convened but 5% were postponed to later dates. It has been recorded during the reporting period a decrease in the number of meetings and appointments conducted due to Measles and COVID 19 SOE Restrictions.
Effective coordination with Ministries/Public Bodies to ensure timely availability of addresses and speeches to the PM measured by the percentage of speeches approved by the PM 2 days prior to an event compared to events listed in the Cabinet’s Annual Schedule of Events.	<b><u>SDS 2016/2017 – 2019/2020.</u></b> Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment	<b><u>PASP 2019/2021 – 2021/2024 - 2025.</u></b> Objective 1.1: Customer focussed service delivery Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness Objective 2.1 Improve policy developments.	Goal 2. Efficient and effective secretariat services and support. Goal 5. Organisational efficiency and effectiveness.	100%		Target has been achieved - 100%. Speeches/addresses for all events during the reporting period were received on time and vetted for the PM's use during events. As Cabinet's policy, only Samoan versions of speeches are to be delivered by the PM but English versions to be distributed to invitees and for publication purposes.
Improved coordination of safety and security arrangements for the PM measured by the % of security measures put in place and	<b><u>SDS 2016/2017 – 2019/2020.</u></b> Priority Area 1. Economic Priority Area 2. Social Priority Area 3.	<b><u>PASP 2019/2021 – 2021/2024 - 2025.</u></b> Objective 1.1: Customer focussed service delivery Objective 1.2: Strengthen transparency and accountability	Goal 2. Efficient and effective secretariat services and support. Goal 5. Organisational efficiency and	100%		Target for the coordination of the PM's security has been achieved in consideration of secured premises and regular meetings of agencies involved and the implementation of the National Security Strategy being PM as Head of Security. Other security work

enforced.	Infrastructure Priority Area 4. Environment	Objective 1.3: Strengthen sector communication and awareness Objective 2.1 Improve policy developments.	effectiveness.			needed are in progress e.g. security cameras, etc.
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Similar to the Division for the HOS and COD, the Division supporting the office of the Prime Minister also completed more than targeted of the five Key Performance Indicators expected to be implemented. These achievements have enable the Hon. Prime Minister to fulfil his responsibilities and duties to the nation.

### 3. POLICY IMPLEMENTATION AND MONITORING DIVISION

The Policy Division is responsible for leading the coordination of policy advice to the CEO, Prime Minister and Cabinet.

These include:

- Leading the development and review of national policies from a whole of government perspective.
- Supporting whole of government policy advice to the Prime Minister and Cabinet working collaboratively with government Ministries and Corporations, civil society, private sector and the community.
- Leading research on the most up to date findings on national, regional and global policy issues that are relevant to Samoa.
- Strengthening whole government governance systems and processes.
- Coordinating the national security committee’s programme of action.
- Monitoring and evaluation of the implementation of Cabinet major policy and programme decisions working closely with government Ministries and Corporations.
- Coordinating government’s honours and awards programme in compliance with the Honours and Award Act.
- Coordinating policy advisory support to the National Policy Coordination Committee (NPCC)
- Leading the Ministry’s policy reviews.
- Working collaboratively with the Cabinet Secretariat Division to monitor annual reports for the whole public sector.

The following are the achievements by the Policy Implementation and Monitoring Division for FY 2019/2020:

**Linkage to High Level Outcomes:**

**Sustainable Development Goals 2030:** Global Goals adopted by all United Nations Member States in 2015 as a universal call to action, to end poverty, protect the planet and ensure that all people enjoy peace and prosperity by 2030.

**S.A.M.O.A Pathway Outcome Statements:** Small Island Developing States Accelerated Modalities of Action.

**Pacific Framework for Regionalism:** “focussed on political conversations and settlements that address key strategic issues, including shared sovereignty, pooling resources and delegating decision-making”

**Samoa 2040 Outcomes:** “It is a forward looking statement that identifies the key economic opportunities, the potential of transforming Samoa to a high growth path by the year 2040.”

Divisional Targets for 2019/2020 Financial Year (Performance Measures)	National Strategic Outcome Links			Budget Standard or Target(s)	Status of Implementation (Colour Coded)	Comments
	Strategy for the Development of Samoa - 2016/17-2019/2020	Public Administration Sector Plan	MPMC Corporate Plan 2017-2021			
Timely communication of Policy Advice to the Prime Minister	<p><b><u>SDS 2016/2017 – 2019/2020.</u></b></p> <p>Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment</p>	<p><b><u>PASP 2019/2021 – 2021/2024 - 2025.</u></b></p> <p>Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness Objective 2.1 Improve policy development.</p>	<p><b>Vision</b> Ensuring a well governed, secured and informed Samoa <b>Mission</b> Strengthening policy and program coordination and bolstering national security. Goal 1. Strengthen Whole of Government policy and program coordination and monitoring. Goal 3. Efficient and Accurate Communications. Goal 4. Vigilant and Coordinated national and border security.</p>	All policy advise on various issues by Ministries and Corporations are submitted to the Prime Minister within two weeks upon receipt.		<p>All policy advice on various issues by Ministries and Corporations are submitted to the Prime Minister within two weeks upon receipt.</p> <p>i. 100% of the policy briefs were submitted to the Hon. Prime Minister within the two weeks’ timeframe. ii. A total of 12 briefs, 8 Research Papers, three (3) M&amp;E quarterly reports were prepared for the Hon. Prime Minister that were provided under the broad policy areas covering all sectors of the economy (Whole of Government).</p>
		<b><u>PASP 2019/2021 –</u></b>		Provide		

<p>Strengthen Policy Coordination amongst Central Agencies. (MOF, PSC, MPE and MPMC)</p>	<p><b><u>SDS 2016/2017 – 2019/2020.</u></b> Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment</p>	<p><b><u>2021/2024 - 2025.</u></b> Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness Objective 2.1: Improve policy development</p>	<p>Goal 1. Strengthen Whole of Government policy and program coordination and monitoring. Goal 3. Efficient and Accurate Communications. Goal 4. Vigilant and Coordinated national and border security.</p>	<p>information papers and organise meetings for members of the CAC when needed (Ad Hoc)</p>		<p>Policy coordination was strengthened through the National Policy Coordination Committee (NPCC). The Central Agency members are constantly providing advice to NPCC on issues pertaining to areas of their expertise i.e. human resource, finance and whole of government.</p>
<p>Timely reporting to Cabinet on the progress of Implementation of Cabinet decisions</p>	<p><b><u>SDS 2016/2017 – 2019/2020.</u></b> Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment</p>	<p><b><u>PASP 2019/2021 – 2021/2024 - 2025.</u></b> Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness Objective 2.1: Improve policy development</p>	<p>Goal 1. Strengthen Whole of Government policy and program coordination and monitoring. Goal 3. Efficient and Accurate Communications. Goal 4. Vigilant and Coordinated national and border security.</p>	<p>Four (4) M&amp;E Reports Submitted and approved by Cabinet within FY 2019/2020. • Vetting of Cabinet Decisions • One on One Sessions • Site Visits (if required)</p>		<p>M&amp;E Reports were submitted and subsequently approved by Cabinet which covered all four quarters of the last financial year.</p> <p>Other work carried out for the M&amp;E of Cabinet decision;</p> <ul style="list-style-type: none"> <li>• Vetting of Cabinet Decisions</li> <li>• One on One Sessions with Ministries and Corporations and carried out site Visits.</li> <li>• Provided assistance with the CDC site visits through the use of a drone to capture footage on major projects by government.</li> </ul> <p>Cabinet approved the M&amp;E reports in;</p> <ul style="list-style-type: none"> <li>i. F.K. (19)42 – April – June 2019.</li> <li>ii. F.K.(20)14 – July to December (2 quarters covered in this report)</li> <li>iii. F.K. (20)28 January – March.</li> </ul> <p>Twenty four (24) projects/directives were followed up in the last 12 months M&amp;E from ten (10) sectors of the economy. Seven (7) or 29% have been completed with seventeen (17) or 71% still on-going and will continue to be closely monitored.</p>

Monitoring Database update of Cabinet Decisions	<u>SDS 2016/2017 – 2019/2020.</u> Priority Area 2. Social	<u>PASP 2019/2021 – 2021/2024 – 2025</u> Objective 1.2: Strengthen transparency and accountability Objective 3.1: Results-oriented, performance-driven human resource management	Goal 1. Strengthen Whole of Government policy and program coordination and monitoring. Goal 3. Efficient and Accurate Communications.	Database updated every month		Our database is updated monthly. Areas recorded in the database includes; <ul style="list-style-type: none"> <li>• Ministries or Corporation</li> <li>• Letter informing of the decision by Cabinet</li> <li>• M &amp; E Reporting Templates used by Ministry/Agency to report on the status or progress of the project or policy and reasons for the delay/challenges</li> <li>• F.K.s (Cabinet’s decision or directive)</li> <li>• Ministry’s Report</li> <li>• Consultation Schedule &amp; Attendance</li> <li>• Sector the Ministry/SOE is under.</li> <li>• Final M&amp;E report to Cabinet and recommendations.</li> </ul>
Date by which the venue for the Samoa Sports Hall of Fame has been set up and Policy On Hall of Fame has been completed.	<u>SDS 2016/2017 – 2019/2020.</u> Priority Area 2. Social	<u>PASP 2019/2021 – 2021/2024 - 2025</u> Objective 1.3: Strengthen sector communication and awareness Objective 2.1: Improve policy development	Goal 1. Strengthen Whole of Government policy and program coordination and monitoring.	<ul style="list-style-type: none"> <li>• Setting up of the Hall of Fame Venue is the next step which should be completed by June 2020.</li> <li>• Policy on Hall of Fame completed by June 2020.</li> </ul>		<p>The Committee has discussed the draft Policy with final refinements to be completed. 95% completed. However, a Hall of Fame Research and Information paper was submitted and approved by Cabinet in F.K. (18)35.</p> <p>The Committee has yet to secure a location for the venue due to shift in priorities due to the measles outbreak followed by the COVID – 19 pandemic.</p>
Review of Passport Act 2008	<u>SDS 2016/2017 – 2019/2020.</u> Priority Area 2. Social. Priority Area 3 Infrastructure	<u>PASP 2019/2021 – 2021/2024 - 2025</u> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and	Goal 4. Vigilant and Coordinated national and border security.	Passport Act and Regulations endorsed by	<b>Ongoing</b>	<p>Amendments were discussed with the Immigration Division on the review of the Passport Act.</p> <p>Awaiting the enactment of the Immigration</p>

		<p>accountability</p> <p>Objective 1.3: Strengthen sector communication and awareness</p> <p>Objective 2.1: Improve policy development</p>		Parliament by June 2020		Bill before work commences as changes in the Immigration Bill will inform the review of the Passport Act.
Review Citizenship Act 2004	<p><b><u>SDS 2016/2017 – 2019/2020.</u></b></p> <p>Priority Area 2. Social.</p> <p>Priority Area 3 Infrastructure</p>	<p><b><u>PASP 2019/2021 – 2021/2024 - 2025</u></b></p> <p>Objective 1.1 Customer Focus Service Delivery.</p> <p>Objective 1.2: Strengthen transparency and accountability</p> <p>Objective 1.3: Strengthen sector communication and awareness</p> <p>Objective 2.1: Improve policy development</p>	Goal 4. Vigilant and Coordinated national and border security.	Citizenship Act and Regulations endorsed by Parliament by June 2020	<b>Ongoing</b>	Awaiting the enactment of the Immigration Bill before work commences as changes in the Immigration Bill will inform the review of the Citizenship Act.
Strengthen Policy Coordination amongst the National Policy Coordination Committee (NPCC).	<p><b><u>SDS 2016/2017 – 2019/2020.</u></b></p> <p>Priority Area 1. Economic</p> <p>Priority Area 2. Social</p> <p>Priority Area 3. Infrastructure</p> <p>Priority Area 4. Environment</p>	<p><b><u>PASP 2019/2021 – 2021/2024 - 2025.</u></b></p> <p>Objective 1.2: Strengthen transparency and accountability</p> <p>Objective 1.3: Strengthen sector communication and awareness</p> <p>Objective 2.1: Improve policy development</p>	<p>Goal 1. Strengthen Whole of Government policy and program coordination and monitoring.</p> <p>Goal 3. Efficient and Accurate Communications.</p> <p>Goal 4. Vigilant and Coordinated national and border security.</p>	<ul style="list-style-type: none"> <li>• Provide policy briefs for members of the NPCC on national policies submitted by Ministries for NPCC's endorsement.</li> <li>• Facilitate monthly meetings</li> </ul>		<p>Briefs were provided for the National Policy Coordination Committee and subsequently endorsed by the NPCC for submission to Cabinet for approval.</p> <p>Major policy areas that were tabled and discussed are from the following sectors;</p> <ul style="list-style-type: none"> <li>• Education</li> <li>• Environment</li> <li>• Information, Communication Technology.</li> <li>• Community</li> <li>• Health</li> <li>• Transport and Infrastructure</li> <li>• Agriculture and Fisheries</li> <li>• Public Administration</li> <li>• Energy</li> <li>• Trade and Commerce</li> </ul>



				<ul style="list-style-type: none"> <li>• 90% of National Policies discussed are endorsed for cabinet's approval</li> </ul>		<ul style="list-style-type: none"> <li>• Manufacturing</li> <li>• Tourism</li> <li>• Finance</li> <li>• Law and Justice</li> </ul>
Develop Code of Ethics for Immigration Office	<u>SDS 2016/2017 – 2019/2020.</u> Priority Area 2. Social. Priority Area 3 Infrastructure	<u>PASP 2019/2021 – 2021/2024 - 2025</u> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 3.1: Results-oriented, performance-driven human resource management	Goal 3. Efficient and Accurate Communications. Goal 4. Vigilant and Coordinated national and border security. Goal 5. Organisational efficiency and effectiveness.	July 2019 - Approved by Cabinet		Completed. Already approved by Cabinet and used by the Immigration Division. This is a milestone achievement as it is the first ever code of ethics for the Samoa Immigration and also the first in the pacific apart from New Zealand and Australia. A swearing-in ceremony was conducted on the 14 <sup>th</sup> of September 2019 for all Immigration Officers in-front of the Hon. Prime Minister and Members of Cabinet. It was the first of its kind and will continue to be the cornerstone for ethical performance for all Immigration Officers (current and new).
Develop Events Management Strategy.	<u>SDS 2016/2017 – 2019/2020.</u> Priority Area 2. Social	<u>PASP 2019/2021 – 2021/2024 - 2025</u> Objective 1.3: Strengthen sector communication and awareness Objective 2.1: Improve policy development	Goal 1. Strengthen Whole of Government policy and program coordination and monitoring. Goal 3. Efficient and Accurate Communications. Goal 4. Vigilant and Coordinated national and border security. Goal 5. Organisational efficiency and effectiveness.	July 2019 - Approved by Cabinet	Ongoing	95% completed. Final refinements to be completed.
Develop Communications Strategy.	<u>SDS 2016/2017 – 2019/2020.</u> Priority Area 2. Social	<u>PASP 2019/2021 – 2021/2024 - 2025</u> Objective 1.2: Strengthen	Goal 1. Strengthen Whole of Government policy and program coordination and monitoring.	July 2019 - Approved by Cabinet		This was completed and subsequently launched in November 2019.



		transparency and accountability Objective 1.3: Strengthen sector communication and awareness	Goal 3. Efficient and Accurate Communications.			
Develop Policy on Trafficking in Human Beings and Smuggling of Migrants.	<b><u>SDS 2016/2017 – 2019/2020.</u></b> Priority Area 2. Social	<b><u>PASP 2019/2021 – 2021/2024 - 2025</u></b> Objective 2.1: Improve policy development Objective 1.3: Strengthen sector communication and awareness	Goal 1. Strengthen Whole of Government policy and program coordination and monitoring. Goal 3. Efficient and Accurate Communications. Goal 4. Vigilant and Coordinated national and border security. Goal 5. Organisational efficiency and effectiveness.	July 2019 - Approved by Cabinet		100% Completed. Policy approved by Cabinet in F.K.(19)2
Construct quality research and develop policies upon directive of CEO.	<b><u>SDS 2016/2017 – 2019/2020.</u></b> Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment	<b><u>PASP 2019/2021 – 2021/2024 – 2025.</u></b> Objective 1.1: Customer focussed service delivery Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness Objective 2.1: Improve policy development Objective 3.1: Results-oriented, performance-driven human resource management Objective 3.2: Enhanced knowledge,	Goal 1. Strengthen Whole of Government policy and program coordination and monitoring. Goal 3. Efficient and Accurate Communications. Goal 5. Organisational efficiency and effectiveness.	<ul style="list-style-type: none"> <li>• Number of information papers endorsed by CEO and Submitted to the Prime Minister as required.</li> <li>• Number of policies endorsed/approved by CEO or Cabinet.</li> </ul>		<p>Information and Research papers prepared and forwarded to the Hon. Prime Minister;</p> <ul style="list-style-type: none"> <li>• Review of the Street Addressing project</li> <li>• Setting up of a Diaspora Unit. Provided a Research Paper on Diaspora for Cabinet which was approved by Cabinet through F.K. (19)21 on the 19<sup>th</sup> of June 2019.</li> <li>• Developed Research paper on Samoa's Road System which was approved by Cabinet F.K. (19)21 and passed on the Ministry of Works, Transport and Infrastructure and the Land Transport Authority for necessary action.</li> <li>• Developed a Communication Strategy for Communication Liaison Officers (within Ministries) and linked it to MPMC's Press Secretariat. This was launched in November of 2019.</li> </ul>

		skills and leadership capabilities of government workforce				
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The Division for Policy Implementation and Monitoring managed to complete most of its KPIs in the 2019/2020 Financial Year as well as other ad hoc work from time to time. Other ongoing work includes reviews of the Citizenship and Passport Acts, which were subject to the enactment of the Immigration Bill.

#### 4. 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 2019/2020:

<b><u>Linkage to High Level Outcomes:</u></b>					
<i>Sustainable Development Goals 2030:</i> Global Goals adopted by all United Nations Member States in 2015 as a universal call to action, to end poverty, protect the planet and ensure that all people enjoy peace and prosperity by 2030.					
<i>S.A.M.O.A Pathway Outcome Statements:</i> Small Island Developing States Accelerated Modalities of Action.					
<i>Pacific Framework for Regionalism:</i> “focussed on political conversations and settlements that address key strategic issues, including shared sovereignty, pooling resources and delegating decision-making”					
<i>Samoa 2040 Outcomes:</i> “It is a forward looking statement that identifies the key economic opportunities, the potential of transforming Samoa to a high growth path by the year 2040.”					
<b>Divisional Targets for 2019/2020 Financial Year</b>	<b>National Strategic Outcome Links</b>			<b>Status of Implemen</b>	<b>Comments</b>

<b>(Performance Measures)</b>	<i>Strategy for the Development of Samoa - 2016/17-2019/2020</i>	<i>Public Administration Sector Plan</i>	<i>MPMC Corporate Plan 2017-2021</i>	<b>Budget Standard or Target(s)</b>	<b>tation (Colour Coded)</b>	
Improved passenger screening at the regulated ports measured by the percentage of arriving and departing passengers complying with Immigration requirements.	<u><b>SDS 2016/2017 – 2019/2020.</b></u> Priority Area 1. Economic Priority Area 2. Social	<u><b>PASP 2019/2021 – 2021/2024 - 2025.</b></u> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness	<b>Vision</b> Ensuring a well governed, secured and informed Samoa <b>Mission</b> Strengthening policy and program coordination and bolstering national security. Goal 4. Vigilant and Coordinated national and border security. Goal 5. Organisational efficiency and effectiveness	100%		All passengers were screened in accordance with immigration requirements. Those who do not comply are also dealt with accordingly. ie: refused entry on the spot.
Improved enforcement of Departure Prohibition Orders (DPO), measured by the percentage of DPOs actioned timely and accurately.	<u><b>SDS 2016/2017 – 2019/2020.</b></u> Priority Area 1. Economic Priority Area 2. Social	<u><b>PASP 2019/2021 – 2021/2024 - 2025.</b></u> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness	Goal 4. Vigilant and Coordinated national and border security. Goal 5. Organisational efficiency and effectiveness	100%		All DPOs were activated successfully and monitored accordingly
Border Screening: Percentage of passengers screened within the International Civil	<u><b>SDS 2016/2017 – 2019/2020.</b></u> Priority Area 1.	<u><b>PASP 2019/2021 – 2021/2024 - 2025.</b></u> Objective 1.1 Customer Focus Service Delivery.	Goal 4. Vigilant and Coordinated national and			

Aviation Organisation (ICAO) standards.	Economic Priority Area 2. Social	Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness	border security. Goal 5. Organisational efficiency and effectiveness	95%		All travelling passengers were screened in compliance with ICAO standards
Citizenship Grants: Percentage of applications screened and subsequently approved in accordance with requirements of the Citizenship Act 2004.	<b><u>SDS 2016/2017 – 2019/2020.</u></b> Priority Area 1. Economic Priority Area 2. Social	<b><u>PASP 2019/2021 – 2021/2024 - 2025.</u></b> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness	Goal 4. Vigilant and Coordinated national and border security. Goal 5. Organisational efficiency and effectiveness	100%		All citizenship applications were approved in accordance with the provisions of the Citizenship Act 2004
Date by which the review of the Passport Act 2008, Immigration Act 2004, and Citizenship Act 2004 is completed	<b><u>SDS 2016/2017 – 2019/2020.</u></b> Priority Area 1. Economic Priority Area 2. Social	<b><u>PASP 2019/2021 – 2021/2024 - 2025.</u></b> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness	Goal 4. Vigilant and Coordinated national and border security. Goal 5. Organisational efficiency and effectiveness	June 2020	<b>Ongoing</b>	Immigration Bill now in its 2nd reading in Parliament - Slight delay due to COVID 19. The other two Acts are also in progress, and will be finalised once the Immigration Bill is passed, because most of the amendments in the other two Acts will be informed by the variations done in the Immigration Bill.
Number of travel documents issued on an annual basis	<b><u>SDS 2016/2017 – 2019/2020.</u></b> Priority Area 1.	<b><u>PASP 2019/2021 – 2021/2024 - 2025.</u></b> Objective 1.1 Customer Focus Service Delivery. Objective 1.2:	Goal 4. Vigilant and Coordinated national and border security.	15000- 20000	<b>Ongoing</b>	Total Documents issued: - 14,526 APIA - 13605 Documents AUCKLAND - 921 Documents

	Economic Priority Area 2. Social	Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness	Goal 5. Organisational efficiency and effectiveness			
Date by which the Border Management System is reviewed and improved.	<u>SDS 2016/2017 – 2019/2020.</u> Priority Area 1. Economic Priority Area 2. Social	<u>PASP 2019/2021 – 2021/2024 - 2025.</u> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness	Goal 4. Vigilant and Coordinated national and border security. Goal 5. Organisational efficiency and effectiveness	01-Jun-20	<b>Ongoing</b>	Plan slightly delayed due to COVID 19 restrictions which prevented deployment of TA consultant. Virtual conferencing is currently being deployed to progress this work, thus pushing the target to June of the new financial year.

Delays related to the restrictions imposed on movements by the threats of the COVID 19, affected the ability of the Division to complete all its KPIs. Reviewing the BMS and the number of passports issued directly relates to COVID 19.

## 5. CABINET SECRETARIAT

The Cabinet Secretariat is responsible for providing effective and efficient procedural and secretarial support services to the Prime Minister, Cabinet, and Office of the Head of State and Council of Deputies.

These include:

- Administrative preparations for weekly and special Cabinet meetings, Cabinet Sub-Committee meetings and Cabinet Advisory Committee meetings.
- Seeking further information and following up pending documents required for Cabinet’s decisions from relevant Ministries/Agencies.
- Communicating of Cabinet decisions to the Head of State or Council of Deputies for their assent, especially 24 hour decisions as required under the Constitution.

- Preparation of warrants and other official documents for the promulgation of the Head of State or Council of Deputies.
- Conveying of Cabinet Decisions (F.K) to implementing agencies.
- Procedural advisory support to newly sworn in Head of States, Members of the Council of Deputies and Cabinet Ministers on their portfolio responsibilities.

The following are the achievements by the Cabinet Secretariat Division for FY 2019/2020:

<b><u>Linkage to High Level Outcomes:</u></b>						
<i>Sustainable Development Goals 2030:</i> Global Goals adopted by all United Nations Member States in 2015 as a universal call to action, to end poverty, protect the planet and ensure that all people enjoy peace and prosperity by 2030.						
<i>S.A.M.O.A Pathway Outcome Statements:</i> Small Island Developing States Accelerated Modalities of Action.						
<i>Pacific Framework for Regionalism:</i> “focussed on political conversations and settlements that address key strategic issues, including shared sovereignty, pooling resources and delegating decision-making”						
<i>Samoa 2040 Outcomes:</i> “It is a forward looking statement that identifies the key economic opportunities, the potential of transforming Samoa to a high growth path by the year 2040.”						
Divisional Targets for 2019/2020 Financial Year (Performance Measures)	National Strategic Outcome Links			Budget Standard or Target(s)	Status of Implementation (Colour Coded)	Comments
	Strategy for the Development of Samoa - 2016/17-2019/2020	Public Administration Sector Plan	MPMC Corporate Plan 2017-2021			
Improved awareness of Cabinet processes and procedures measured by percentage of Cabinet submissions cleared to have duly complied with requirements of the Cabinet Handbook and FK(16) 36.	<b><u>SDS 2016/2017 – 2019/2020.</u></b> Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment	<b><u>PASP 2019/2021 – 2021/2024 - 2025.</u></b> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness	<b>Vision</b> Ensuring a well governed, secured and informed Samoa <b>Mission</b> Strengthening policy and program coordination and bolstering national security. Goal 1. Strengthen Whole of Government policy and program coordination and monitoring. Goal 2. Efficient and effective secretariat	100%		About 10% of PKs being returned because of non-compliance and the Cabinet Secretariat division provided assistance in rewriting the PKs. 90% duly complied with requirements of the Cabinet Manual and FK(16)36

		Objective 2.1 Improve policy development.	services and support. Goal 3. Efficient and Accurate Communications. Goal 5. Organisational efficiency and effectiveness.			
Number of Cabinet meetings and Cabinet Sub-Committees prepared and facilitated in accordance with requirements of the Cabinet Handbook and FK(16)36 -Weekly -Special -Cabinet Sub Committees	<b><u>SDS 2016/2017 – 2019/2020.</u></b>  Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment	<b><u>PASP 2019/2021 – 2021/2024 - 2025.</u></b> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness Objective 2.1 Improve policy development.	Goal 1. Strengthen Whole of Government policy and program coordination and monitoring. Goal 2. Efficient and effective secretariat services and support. Goal 3. Efficient and Accurate Communications. Goal 5. Organisational efficiency and effectiveness.	45 weekly meetings, 20 Special meetings, 30 Cabinet Sub-Committee meetings		A total of 48 weekly meetings, 47 special meetings and 23 sub-committee meetings were recorded for the period under review
Number of Cabinet minutes and decisions (FK) prepared and delivered in line with the Constitution requirements. - Minutes -24-hour Decisions (FK)/week - Weekly Decisions/week.	<b><u>SDS 2016/2017 – 2019/2020.</u></b>  Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment	<b><u>PASP 2019/2021 – 2021/2024 - 2025.</u></b> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness Objective 2.1 Improve policy development.	Goal 1. Strengthen Whole of Government policy and program coordination and monitoring. Goal 2. Efficient and effective secretariat services and support. Goal 3. Efficient and Accurate Communications. Goal 5. Organisational efficiency and effectiveness.	95 Minutes, 700 24 hour FKs and 300 reconfirmed FKs		There were 118 Minutes, 1,258-24 hour decisions and 265 reconfirmed FKs.
Improved preparation and screening of warrants and applications for consent of the	<b><u>SDS 2016/2017 – 2019/2020.</u></b> Priority Area 1.	<b><u>PASP 2019/2021 – 2021/2024 - 2025.</u></b> Objective 1.1 Customer Focus Service	Goal 1. Strengthen Whole of Government policy and program coordination and			A total of 90 Warrants of Absence, 219 Warrants of Appointment, 41 Warrants of



Head of State measured by percentage of documents duly promulgated by the HOS.	Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment	Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness Objective 2.1 Improve policy development.	monitoring. Goal 2. Efficient and effective secretariat services and support. Goal 3. Efficient and Accurate Communications. Goal 5. Organisational efficiency and effectiveness.	100%		License as Marriage Officers, 5 Warrants of Revocation, 4 Warrants of Suspension, 5 Warrants of Extension, 3 Warrants for Release of Main Estimates, 12 Regulations, 5 Proclamations, 16 Alienations of Freehold Land, 24 Orders for State of Emergency duly executed by the HOS
Date by which phase three of TRIM based computerized system for Cabinet meetings is fully operational.	<u>SDS 2016/2017 – 2019/2020.</u> Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment	<u>PASP 2019/2021 – 2021/2024 - 2025.</u> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness Objective 2.1 Improve policy development.	Goal 1. Strengthen Whole of Government policy and program coordination and monitoring. Goal 2. Efficient and effective secretariat services and support. Goal 3. Efficient and Accurate Communications. Goal 5. Organisational efficiency and effectiveness.	Phase III completed and activated for Cabinet meetings.	<b>Ongoing</b>	This project was included in the last FY, but funding were only secured in February 2020 from Unforeseen Government budget, as per FK (20)8. However the implementation has been delayed due to the implications of the Covid19 which prevented the mobilisation of the overseas consultants to Samoa. Huge progress has been made through virtual communications with MPMC.
Improved storage, sorting and grouping of metadata on the Electronic Data Management System (EDMS) measured by percentage of files successfully 'checked-In' to the system.	<u>SDS 2016/2017 – 2019/2020.</u> Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment	<u>PASP 2019/2021 – 2021/2024 - 2025</u> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness Objective 2.1: Improve	Goal 1. Strengthen Whole of Government policy and program coordination and monitoring. Goal 2. Efficient and effective secretariat services and support. Goal 3. Efficient and Accurate Communications. Goal 5. Organisational efficiency and effectiveness.	100%	<b>Ongoing</b>	About 95% of files successfully scanned and stored onto the system.



		policy development				
Number of quarterly reports by Cabinet Advisory Committees submitted for information of Cabinet as per conditions in F.K (16)25	<u>SDS 2016/2017 – 2019/2020.</u> Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment	<u>PASP 2019/2021 – 2021/2024 - 2025</u> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness Objective 2.1: Improve policy development	Goal 1. Strengthen Whole of Government policy and program coordination and monitoring. Goal 2. Efficient and effective secretariat services and support. Goal 3. Efficient and Accurate Communications. Goal 5. Organisational efficiency and effectiveness.	30	Ongoing	The convening of meetings were hindered by the measles outbreak and Covid19.
Improved coordination of activities for Cabinet measured by the number of schedules prepared, updated and circulated for information of Cabinet	<u>SDS 2016/2017 – 2019/2020.</u> Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment	<u>PASP 2019/2021 – 2021/2024 - 2025</u> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness Objective 2.1: Improve policy development	Goal 1. Strengthen Whole of Government policy and program coordination and monitoring. Goal 2. Efficient and effective secretariat services and support. Goal 3. Efficient and Accurate Communications. Goal 5. Organisational efficiency and effectiveness.	10		There were 9 schedules prepared and circulated for information of Cabinet; All movements of Ministers however were carefully noted to ensure they are fully aware of all scheduled and updated programs.
Number of Cabinet Liaison Officers Forum coordinated and facilitated	<u>SDS 2016/2017 – 2019/2020.</u> Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4.	<u>PASP 2019/2021 – 2021/2024 - 2025</u> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability	Goal 1. Strengthen Whole of Government policy and program coordination and monitoring. Goal 2. Efficient and effective secretariat services and support. Goal 3. Efficient and	2	Ongoing	1 refresher course for ministerial staff was conducted on 9 August 2019 and CLOF scheduled for November 2019 and May 2020 were cancelled due to Measles outbreak and Covid19

	Environment	Objective 1.3: Strengthen sector communication and awareness Objective 2.1: Improve policy development	Accurate Communications. Goal 5. Organisational efficiency and effectiveness.			
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With the exception of one critical measure that has been significantly delayed, the Cabinet Secretariat Division delivered and completed most of its key performance indicators. Two indicators were progressing well towards the end of the financial year but were also affected by the challenges mentioned earlier.

## 6. 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 2019/2020:

### Linkage to High Level Outcomes:

**Sustainable Development Goals 2030:** Global Goals adopted by all United Nations Member States in 2015 as a universal call to action, to end poverty, protect the planet and ensure that all people enjoy peace and prosperity by 2030.

**S.A.M.O.A Pathway Outcome Statements:** Small Island Developing States Accelerated Modalities of Action.

**Pacific Framework for Regionalism:** “focussed on political conversations and settlements that address key strategic issues, including shared sovereignty, pooling resources and delegating decision-making”

**Samoa 2040 Outcomes:** “It is a forward looking statement that identifies the key economic opportunities, the potential of transforming Samoa to a high growth path by the year 2040.”

Divisional Targets for 2019/2020 Financial Year (Performance Measures)	National Strategic Outcome Links			Budget Standard or Target(s)	Status of Implementation (Colour Coded)	Comments
	Strategy for the Development of Samoa - 2016/17-2019/2020	Public Administration Sector Plan	MPMC Corporate Plan 2017-2021			
Number of Media Releases issued weekly, based on Government activities and latest developments (per individual news item).	<u>SDS 2016/2017 – 2019/2020.</u> Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment	<u>PASP 2019/2021 – 2021/2024 - 2025.</u> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness	<b>Vision</b> Ensuring a well governed, secured and informed Samoa <b>Mission</b> Strengthening policy and program coordination and bolstering national security. Goal 3. Efficient and Accurate Communications. Goal 5. Organisational efficiency and effectiveness.	220		This target has been exceeded due to the prolific amount of PRs the Press Team issues on a daily and weekly basis. <ul style="list-style-type: none"> <li>Website – (on average) 50 + entries every month</li> <li>Facebook – (on average) 5 - 10 social media posts a day</li> <li>Twitter – (on average) 30 + entries/posts a month</li> </ul> Cabinet Releases are presented in different formats - a newspaper item, media release, pictorial, social media post, live stream and pre-recorded video content.
Percentage of media responses issued within 24 hours of being identified and acknowledged as deserving of an official response	<u>SDS 2016/2017 – 2019/2020.</u> Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment	<u>PASP 2019/2021 – 2021/2024 - 2025.</u> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness	Goal 3. Efficient and Accurate Communications. Goal 5. Organisational efficiency and effectiveness.	100%		Media Enquires were addressed within 24 hours. Other enquires required research and necessary approval before the information was shared.
	<u>SDS 2016/2017 –</u>	<u>PASP 2019/2021 – 2021/2024 - 2025.</u>				

Percentage of events/meetings attended by the Prime Minister that must be covered by the Press Secretariat.	<b>2019/2020.</b> Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment	Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness	Goal 3. Efficient and Accurate Communications. Goal 5. Organisational efficiency and effectiveness.	100%		All national events and invitations attended by the PM were covered.
Timely publication of the bilingual weekly and Samoan monthly newspapers, measured by the percentage of publications printed on time.	<b>SDS 2016/2017 – 2019/2020.</b> Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment	<b>PASP 2019/2021 – 2021/2024 - 2025.</b> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness	Goal 3. Efficient and Accurate Communications. Goal 5. Organisational efficiency and effectiveness.	100%		Fully achieved. <ul style="list-style-type: none"> <li>12 issues of the monthly Savali Samoa were produced during the FY 19-20. We were also able to produce 50 weekly issues for the year, as targeted, on time and delivered on the same day the newspaper was printed and dated.</li> <li>PCD Marketing team have secured long term advertisement contracts with Ministries.</li> <li>Introduced online greetings</li> </ul> <b>NOTE:</b> The above measures are instrumental in the achievement of FY19-20's Target revenue.
Improved reach of the Government of Samoa and Savali pages online (website and social media), measured by the growing number of viewers accessing publications on a daily basis.	<b>SDS 2016/2017 – 2019/2020.</b> Priority Area 1. Economic Priority Area 2. Social Priority Area 3. Infrastructure Priority Area 4. Environment	<b>PASP 2019/2021 – 2021/2024 - 2025.</b> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness	Goal 2. Efficient and effective secretariat services and support. Goal 3. Efficient and Accurate Communications. Goal 5. Organisational efficiency and effectiveness.	12%		95% national coverage using the different available platforms as follows:  Social media platforms: Reach: Highest – 103,924   Lowest - 987 Likes: 21.4k  The Government of Samoa website: Reach: Highest – 209,630   Lowest – 10,635 Likes: 56,364

The Press and Communications Division overwhelmingly delivered on all its KPIs, achieving 100 percent of its targets. Major changes have been noted for this Division which also included the joining of the responsibilities of the Press Secretariat to the functions of the ACEO. This has resulted in better communication and understanding in the performing of duties and responsibilities for the Division.

## 7. INFORMATION, COMMUNICATION, AND TECHNOLOGY DIVISION.

The Information, Communication, and Technology division was officially established in 2017.

The division’s overall goal is to provide a robust and secure ICT Infrastructure that supports the Ministry’s demand for technological use and information access.

The establishment of the division has enabled the Ministry to have proper network, system, and technical support available for its core information systems, the administration of its network and resources, and general daily ICT needs of the Ministry.

The Information, Communications and Technology division achieved the following targets in FY 2019/2020:

<b><u>Linkage to High Level Outcomes:</u></b>						
<i>Sustainable Development Goals 2030:</i> Global Goals adopted by all United Nations Member States in 2015 as a universal call to action, to end poverty, protect the planet and ensure that all people enjoy peace and prosperity by 2030.						
<i>S.A.M.O.A Pathway Outcome Statements:</i> Small Island Developing States Accelerated Modalities of Action.						
<i>Pacific Framework for Regionalism:</i> “focussed on political conversations and settlements that address key strategic issues, including shared sovereignty, pooling resources and delegating decision-making”						
<i>Samoa 2040 Outcomes:</i> “It is a forward looking statement that identifies the key economic opportunities, the potential of transforming Samoa to a high growth path by the year 2040.”						
Divisional Targets for 2019/2020 Financial Year (Performance Measures)	National Strategic Outcome Links			Budget Standard or Target(s)	Status of Implementation (Colour Coded)	Comments
	<i>Strategy for the Development of Samoa - 2016/17-2019/2020</i>	<i>Public Administration Sector Plan</i>	<i>MPMC Corporate Plan 2017-2021</i>			
			<b>Vision</b> Ensuring a well governed,			Support requests for systems and the network were fully responded to (100%), including but not limited to: <ul style="list-style-type: none"> <li>Weekly patrol and maintenance services for Cabinet EDMS</li> </ul>

Improved support and administration of Ministry systems and network	<b><u>SDS 2016/2017 – 2019/2020.</u></b> Priority Area 1. Economic Priority Area 3. Infrastructure Priority Area 4. Environment	<b><u>PASP 2019/2021 – 2021/2024 - 2025.</u></b> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness	secured and informed Samoa <b>Mission</b> Strengthening policy and program coordination and bolstering national security. Goal 2. Efficient and effective secretariat services and support. Goal 3. Efficient and Accurate Communications. Goal 4. Vigilant and coordinated national and border security. Goal 5. Organisational efficiency and effectiveness.	100%		<ul style="list-style-type: none"> <li>• Weekly system support for Cabinet meetings (both regular and special)</li> <li>• Ongoing support to Cabinet Ministerial offices for EDMS connectivity</li> <li>• Daily database backups of Immigration Border Management and Passport systems</li> <li>• Daily database and doc-store backups for Cabinet EDMS</li> <li>• Implementation of network access changes for Ministry staff recruits and exits</li> <li>• Resolutions for ad-hoc or one-off errors reported by end users, for Immigration and Cabinet systems, network accessibility, and internet and email use</li> <li>• Installation of surveillance system for Immigration office security improvements – April 2020</li> <li>• Installation of access control system for Immigration office security improvements – June 2020</li> </ul>
Ongoing monitoring of ICT policy applicability/enforcement within the Ministry	<b><u>SDS 2016/2017 – 2019/2020.</u></b> Priority Area 1. Economic Priority Area 3. Infrastructure Priority Area 4. Environment	<b><u>PASP 2019/2021 – 2021/2024 - 2025.</u></b> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness	Goal 2. Efficient and effective secretariat services and support. Goal 3. Efficient and Accurate Communications. Goal 4. Vigilant and coordinated national and border security. Goal 5. Organisational efficiency and effectiveness.	Annual review of ICT Policy Manual		<p>ICT policy revisions completed include:</p> <ul style="list-style-type: none"> <li>• Addition of Computer Use policy</li> <li>• Addition of Internet and Email Use policy</li> <li>• Addition of Password policy</li> </ul> <p>Drafts for Shared File Server policy, Surveillance System policy, and Access Control policy are works in progress.</p> <p>ICT policy enforcements are ongoing with the use of authorization forms and monitoring software.</p> <p>ICT Disaster and Recovery Plan completed.</p>
						General ICT service tasks have been completed either on same-day basis or

Improved ICT service delivery and support within the Ministry	<b><u>SDS 2016/2017 – 2019/2020.</u></b> Priority Area 1. Economic Priority Area 3. Infrastructure Priority Area 4. Environment	<b><u>PASP 2019/2021 – 2021/2024 - 2025.</u></b> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness	Goal 2. Efficient and effective secretariat services and support. Goal 3. Efficient and Accurate Communications. Goal 4. Vigilant and coordinated national and border security. Goal 5. Organisational efficiency and effectiveness.	100%		within agreed timeframes: <ul style="list-style-type: none"> <li>• Repair and maintenance jobs have been successfully completed in-house or escalated to vendor support where applicable.</li> <li>• 82% upgrade of Ministry computer operating systems completed, including a complete roll-out of Windows 10 workstations for Immigration office.</li> <li>• Monthly housekeeping of shared file servers completed.</li> <li>• Ministry website secured (SSL and Malware-free certified) with ongoing updates.</li> <li>• Ongoing monitoring and reviews of internet and email usage and access</li> </ul>
Improved ICT awareness and capacity training for Ministry staff	<b><u>SDS 2016/2017 – 2019/2020.</u></b> Priority Area 1. Economic Priority Area 3. Infrastructure Priority Area 4. Environment	<b><u>PASP 2019/2021 – 2021/2024 - 2025.</u></b> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability Objective 1.3: Strengthen sector communication and awareness	Goal 2. Efficient and effective secretariat services and support. Goal 3. Efficient and Accurate Communications. Goal 4. Vigilant and coordinated national and border security. Goal 5. Organisational efficiency and effectiveness.	At least 4 IT Trainings per year		Workshops/trainings for ICT capacity building were attended (both locally and overseas) by divisional staff in the earlier portion of 2019 prior to the subsequent SOE declarations for Measles and COVID-19. These trainings covered areas including ICT policy development, cybersecurity, and system administration.  ICT awareness building internally is an ongoing effort/practice through dialogue sessions or group trainings as well as ad-hoc individual sessions where necessary.

The Division achieved all of its targets in the Financial Year. Staff shortage was a major challenge for the Division for at least three months, but have managed to continue with its core functions and responsibilities. These included the provision of ICT assistance to the Ministry, the Cabinet Ministers and our people and agencies at the International borders.



## 8. 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 FY2019/2020 the CSD achieved the following:

<b><u>Linkage to High Level Outcomes:</u></b>						
<i>Sustainable Development Goals 2030:</i> Global Goals adopted by all United Nations Member States in 2015 as a universal call to action, to end poverty, protect the planet and ensure that all people enjoy peace and prosperity by 2030.						
<i>S.A.M.O.A Pathway Outcome Statements:</i> Small Island Developing States Accelerated Modalities of Action.						
<i>Pacific Framework for Regionalism:</i> “focussed on political conversations and settlements that address key strategic issues, including shared sovereignty, pooling resources and delegating decision-making”						
<i>Samoa 2040 Outcomes:</i> “It is a forward looking statement that identifies the key economic opportunities, the potential of transforming Samoa to a high growth path by the year 2040.”						
Divisional Targets for 2019/2020 Financial Year (Performance Measures)	National Strategic Outcome Links			Budget Standard or Target(s)	Status of Implementation (Colour Coded)	Comments
	Strategy for the Development of Samoa - 2016/17-2019/2020	Public Administration Sector Plan	MPMC Corporate Plan 2017-2021			
Prudent and efficient financial management and administration	<b><u>SDS 2016/2017 – 2019/2020.</u></b> Priority Area 1. Economic	<b><u>PASP 2019/2021 – 2021/2024 - 2025.</u></b> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability	<b>Vision</b> Ensuring a well governed, secured and informed Samoa <b>Mission</b> Strengthening policy and program coordination and bolstering national security. Goal 5. Organisational efficiency and effectiveness.	100%		Met all due dates given for budget planning cycle including new Budget estimates for FY2020/21, 2019/2020 Mid-Year Review and monthly budget reporting to management. Completed all payments processed within FY2019/20. Ministry target collection for FY2019/2020 fell short by 6% and this is mainly due to the impacts of the Covid19 to the global economy and international border restrictions which reduces travel from the general public.
		<b><u>PASP 2019/2021 –</u></b>				



Efficient assets and services procurement and management	<b><u>SDS 2016/2017 – 2019/2020.</u></b> Priority Area 1. Economic	<b><u>2021/2024 - 2025.</u></b> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability	Goal 5. Organisational efficiency and effectiveness.	100%		Continuous updates of asset register for both new and write off assets. Continuous updates on any changes on the asset register including the movement and transfer of assets between divisions or staffs
Enhance Human Resource Management	<b><u>SDS 2016/2017 – 2019/2020.</u></b> Priority Area 1. Economic	<b><u>PASP 2019/2021 – 2021/2024 - 2025.</u></b> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability	Goal 5. Organisational efficiency and effectiveness.	100%		Staff performance Plans and Appraisals completed and all up-to-date on a biannual basis Timely submission of the 4 Human Resource Quarterly Reports to PSC. Completed Annual Report for 2018/2019 within this Financial Year Completed 26 R & S processes Advertisement, shortlisting and interviewing within 2 months - 1 newly established position advertised (Internal Auditor) New Appointments (18) Promotions (9) Resignation (10) Termination (3)
Enhance Human Resource Development	<b><u>SDS 2016/2017 – 2019/2020.</u></b> Priority Area 1. Economic	<b><u>PASP 2019/2021 – 2021/2024 - 2025.</u></b> Objective 1.1 Customer Focus Service Delivery. Objective 1.2: Strengthen transparency and accountability	Goal 5. Organisational efficiency and effectiveness.	100%		<ul style="list-style-type: none"> <li>• 4 CLDs were conducted in the first half of the FY but due to the Measles Outbreak and COVID 19 we were unable to continue.</li> <li>• Complete Refresher Training for Staff with PSC on Finance One</li> <li>• Conducted 4 Internal Staff Training; <ul style="list-style-type: none"> <li>- 2 INDUCTION (new &amp; old staff)</li> <li>- Records Management Training</li> <li>- IT Networking/ Upgrading</li> </ul> </li> </ul>
Improved organisational support services and administration and coordination of state services.	<b><u>SDS 2016/2017 – 2019/2020.</u></b> Priority Area 1. Economic	<b><u>PASP 2019/2021 – 2021/2024 - 2025.</u></b> Objective 1.1 Customer Focus Service Delivery. Objective 1.2:	Goal 5. Organisational efficiency and effectiveness.	100%		Lead in the coordination and arranging of annual state functions. <ul style="list-style-type: none"> <li>• Prayer and fasting week ( January 2020)</li> <li>• Assisted the Press and Communications Division for the preparation of Samoa’s first digital Independence Program 2020</li> </ul>

		Strengthen transparency and accountability				
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The Corporate Services Division continued to provide support to the whole Ministry, partners and stakeholders. It has managed, despite staff shortages at times, to complete all its mandated responsibilities.

All achievements and successes continue to strengthen the Ministry’s position as the central agency driving the whole of government approach. We prioritise this view to ensure that Samoa is well governed, well secured and informed of all Government plans, priorities and developments.

## **Details of Other Ministry Achievements for FY 2019/2020**

### **OTHER ACHIEVEMENTS**

1. Developed Research and Information paper on Street Naming/Addresses
2. Reviewed policies for Aai o Fiti, Niue and Elise.
3. Developed draft research and Information Paper on Samoa's Road System. Draft in place with final refinements to be completed.
4. Developed draft policy on Samoa's Hall of Fame. Draft in place with final refinements to be completed.
5. Developed Research and Information paper on the review of the National University of Samoa. Draft in place with final refinements to be completed.
6. Developed Research and Information Paper on Samoa Diaspora. Approved by Cabinet F.K.(19)23 on the 19 June 2019
7. Draft Events Management Strategy already in place with final refinements to be completed before forwarding to the CEO for his endorsement.
8. Developed a Communication Strategy for Communication Liaison Officers (within Ministries) and linked it to MPMC's Press Secretariat.
9. Developed National Day Research and Information Paper
10. Renovations to the Cabinet Chambers which improved facilities used by Cabinet as well as a new artwork which reminds the Cabinet that Samoa is founded on God.
11. Successful completion of the Ministry Communications Strategy in coordination with PIMD.
12. Successfully developed Samoa's first digital Independence program for June 2020.
13. Regular Live Stream on Govt and Savali Facebook Pages PM's weekly programs with TV3 and Radio 2AP.
14. The TV1 Samoa pre-recorded weekly is also a permanent fixture which are posted on the two Pages a day after broadcast per agreement with TV Samoa.
15. Email network has increased by over 200% with 500+ on the mailing list. Recipients include all Cabinet and Associate Ministers, CEOs, senior Government officials, Samoa's Overseas Missions, Diplomatic Corps, Private Sector, Media partners and all other relevant Government stakeholders.
16. Savali bilingual is now disseminated via email the same day it is published and distributed.
17. Twitter accounts revived for both GoS and Savali. GoS Twitter account has exceeded 5,000 followers.
18. Savali has successfully established a YouTube Channel.
19. PCD successfully lead the Media Operations as the Media Coordinator and Communications Advisor for the historical Samoa 2019 Pacific Games.
20. PCD (Press Secretariat) received in-kind assistance of US\$500 of advertising credit from Facebook through their New Zealand and Pacific Islands Office. Facebook's generosity has helped bolster the Government of Samoa COVID-19 social media posts and awareness programs via the GoS Facebook page.
21. PCD restructure completed whereby the ACEO for PCD and the Press Secretary are now merged into one.
22. PCD (Press Secretariat) has been established under the NEOC Standard Operating Procedures as the Head of the Public Information Management, Safety and Legal Section (PIMSLS).
  - a. Lead the PIMSLS for the Measles Epidemic 2019
  - b. Currently taking the lead for the PIMSLS during the Novel Coronavirus (COVID-19) State of Emergency.