

OIA 2122 0501 Appendix A

Table one: A Breakdown of the New Zealand Citizenship Application Fees.

Cost Category	%	Cost Category Description
Direct Costs	26.4%	Citizenship staff, Contact Centre resourcing and inventory costs
Indirect Costs	54.2%	Technology costs, and Citizenship costs that are not directly linked to volumes
Business Support Costs	19.4%	Shared services costs including property related costs
	100.0%	

*The percentage was derived from a 10 year average and rounded to one decimal point.