



05/03/2020

Ref: OIA 1920-1237

Dear John,

Thank you for your email of 12 February 2020 to the Ministry of Business, Innovation and Employment requesting, under the Official Information Act 1982 (OIA), the following information:

"I would like to request the following information:

1. Does Immigration New Zealand (INZ) have any plan to upgrade its current online systems or introduce new online system for visa applications? If yes, please provide the details and timeframe
2. Does INZ have any plan to enable more visa applications to be done online? If yes, please provide the details and any timeframe."

Answer to question 1

INZ has recently initiated the process to select a new ICT platform that will provide the foundational capability for our future internal and online application systems. It is intended that current online application systems will be migrated to this platform over time, commencing with visitor visas and then progressively rolling out the rest of INZ's visa application products.

The current focus for INZ is to implement the significant changes to the temporary work visa policy announced in September 2019. These changes will make a large difference to employers and migrants alike, the changes include an online visa application component. Full details of these changes can be found in the [cabinet papers](#).¹

Answer to question 2

INZ currently supports Visitor, Work, Student, Partnership (Residence) and Dependent Child (Residence) visa applications submitted via the Internet. We do not accept any other Residence Visa application types online as the complex nature of the application combined with the lower volumes of these types, do not currently make that a cost effective option. However we anticipate this will likely become more feasible in the future..

In October last year INZ introduced the New Zealand Electronic Travel Authority (NZeTA) which became mandatory for international travellers from 60 visa waiver countries. Visitors apply for an NZeTA online, via either a mobile or web-based application. This process is entirely digital, is quick and easy, improves border clearance processing and security. Since we launched, more than 1.3 million NZeTAs have been issued.

I trust that you find this information helpful.

¹ <https://www.mbie.govt.nz/dmsdocument/7007-a-new-approach-to-employer-assisted-work-visas-and-regional-workforce-planning-paper-one-employer-gateway-system-and-related-changes-proactive-release-pdf>

You have the right to seek a review by the Ombudsman regarding this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Stephen Dunstan', written over a faint, illegible background.

Stephen Dunstan
General Manager, Enablement
Immigration New Zealand
Ministry of Business, Innovation and Employment