



9 April 2020

Ref: DOIA 1920-1243

Warren Hurst  
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Dear Warren

**Official Information Act 1982 Request**

Thank you for your email of 13 February 2020 to the Ministry of Business, Innovation and Employment (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

*Can you tell me please the number of calls the call centre handles on average every month and of those calls, how many are from immigrants wanting to get an update on how much longer their visa will be?*

The information you have requested is outlined below. This data is based from July 2019 until February 2020.

On average, the Immigration Contact Centre (ICC) is offered 106, 608 calls per month. Among these calls, an average of 11, 997 calls have come through to the listed queues below:

- Live Application
- Study Application
- Visit Application
- Work Application

It is important to note that, when prompted by the ICC interactive voice response, callers make selections based on their view of the situation they consider themselves to be in. A degree of assumptions is needed to be applied in interpreting the above data. Some non-application-related calls could also have come through the above queues, while some application-related calls could have come through non-application-related queues.

I trust you find the information helpful. You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Yours sincerely

**Michael West**  
General Manager  
Service Support & Design

