



NEW ZEALAND  
**CUSTOMS SERVICE**  
TE MANA ĀRAI O AOTEAROA

**WELLINGTON**

The Customhouse, 1 Hinemoa Street, Wellington  
PO Box 2218, Wellington 6140  
Phone: 04 901 4500 Fax: 04 901 4555 All general enquiries phone: 0800 428 786  
Email: [feedback@customs.govt.nz](mailto:feedback@customs.govt.nz) Website: [www.customs.govt.nz](http://www.customs.govt.nz)

PROTECTING NEW ZEALAND'S BORDER

3 July 2020

Ref: OIA 20 - 173

Kelly Watson

By email: [fyi-request-13145-a48e4451@requests.fyi.org.nz](mailto:fyi-request-13145-a48e4451@requests.fyi.org.nz)

Dear Kelly Watson

**Request for information under the Official Information Act**

Thank you for your email dated 24 June 2020 to the New Zealand Customs Service (Customs) via the FYI website, in which you request the following under the Official Information Act 1982 (the Act):

*“New Zealand citizens are concerned at the impacts of high short term migration; particularly financial, infrastructure, and on the COVID-19 response. I'm requesting the demographic information of the people returning so that I and other New Zealanders can prepare and research the demand for businesses that are hoping to expand or pivot to providing for the incomers. E.g. Age ranges, Genders, Income bracket, Familial Statuses.”*

On 26 June 2020, Customs contacted you to clarify the time period that your request for demographic information of the people returning to New Zealand related to, which you clarified as “from 14 March 2020 to present”.

In response, the attached document titled ‘Arrivals by gender and age’ contains the information you have requested. The information in the tables is accurate as at the date of extraction from the Customs database, 29 June 2020. The tables may contain different information to what has been previously publicly released by Customs, as the information in the database can be updated or amended at any time.

Customs does not hold data on income brackets, or familial statuses, for passengers arriving into New Zealand. Therefore, this part of your request is refused under section 18(e) of the Act as the information does not exist.

You have the right, by way of complaint to the Office of the Ombudsman under section 28(3) of the Act, to seek an investigation and review of the decisions conveyed in this letter.

Please note that Customs proactively releases responses to Official Information Act requests on our website. As such, we may publish this response on our website after we have sent it to you. Your name and contact details will be removed.

---

---

If you have any queries about this response, please contact the Correspondence, Reviews and Ministerial Servicing team at [OIA@customs.govt.nz](mailto:OIA@customs.govt.nz) .

Yours sincerely

A handwritten signature in black ink that reads "DKay". The letters are cursive and connected, with a long, sweeping underline for the 'y'.

Debbie Kay  
**Manager, Correspondence, Reviews and Ministerial Servicing**