



27 July 2020

Marta Leleka

fyi-request-13199-d9616138@requests.fyi.org.nz

Ref: DOIA 2021-0011

Dear Marta Leleka,

I refer to your official information request, which was initially received by the Ministry of Business, Innovation & Employment (the Ministry) on 19 March 2020. You requested, under the Official Information Act 1982 (OIA), the following information:

could you please share the numbers on how many residence applications were allocated to case officers (for non-priority queue) for each of the below-mentioned periods: 1 January - 26 March 2020 1 June - 1 July 2. What is the lodgement date for the oldest application from the non-priority queue? 3. How many months does it take at the moment to allocate a non-priority application to the CO? 4. According to the INZ web-site, SMC visa processing time is 17 months, how is it applicable at the moment? Is it the time to get CO or to receive a visa decision?

Response

1. The table below shows the number of applications allocated in the periods of time you provided, broken down by priority queue and non-priority queue.

Period	Priority Queue	Non-priority Queue	Total
1 January to 26 March	(Not recorded*)	(Not recorded*)	1,270
1 June to 1 July	589	81	670

* Note: during the period 1 January to 6 March, Immigration New Zealand (INZ) did not record the number of applications allocated from each queue, only the total number. In order to provide a breakdown of priority and non-priority allocations for this period, we would need to manually check each of the 1,270 allocated applications. This part of your request is therefore refused under section 18(f) of the OIA, as the information requested cannot be made available without substantial collation or research.

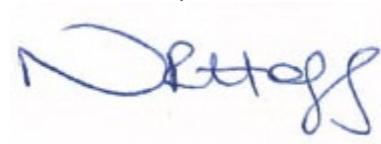
2. The lodgement date for the oldest application in the non-priority queue is 20 December 2018.
3. We do not record in a reportable format the average time for applications to be allocated. In order to provide this information, we would need to manually check hundreds of applications. This part of your request is therefore refused under section 18(f) of the OIA, as the information requested cannot be made available without substantial collation or research.
4. The processing times on our website are calculated by averaging the time taken to process, from lodgement to decision, all the applications decided in the previous three months. It does not show the average time taken to be allocated to an immigration officer.

For the parts of this OIA that are refused under section 18(f), I have considered whether the Ministry would be able to respond to your request given extra time or the ability to charge for the information requested. I have concluded that, in both cases, the Ministry's ability to undertake its work would still be compromised.

I have also considered whether consulting with you would assist you to make the request in a form that would remove the reason for the refusal, but in my view it would not.

If you wish to discuss any aspect of your request or this response, please contact Fraser Stretton at fraser.stretton@mbie.govt.nz.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'N. Hogg', is written over a light grey rectangular background.

Nicola Hogg
General Manager Border and Visa Operations
Immigration New Zealand
Ministry of Business, Innovation and Employment