



12/08/2020

Ranjit

fyi-request-13326-8115c8a9@requests.fyi.org.nz

Ref: DOIA 2021 - 0135

Dear Ranjit

Thank you for your email of 15 July 2020, requesting the following information under the Official Information Act 1982 (the OIA):

- 1. As per OIA, Ref DOIA1920-1684 by Kuljinder Singh you provided data for allocation of priority and non priority applicaitons from 18 May 2020 to 22 June 2020. Can you please provide data of allocation in same form (as per above OIA) regarding allocation of both queues after 22nd June 2020 to current date (date you reply to my OIA)*
- 2. What is the current backlog of priority applications? Please provide total number of applications waiting for allocation from priority queue and date of oldest application.*
- 3. What is the normal current case load of Immigration officers. I mean whats is the maximum number of applications can be given to an Immigration officer for assesment?*

On 20 July 2020 you submitted additional questions:

- 4. What is the total number of applications waiting for allocation between 20th December 2018 to 31 May 2019?*
- 5. What is the total average number of SMC applications (both priority and non- priority) that get allocated each week. You can either a report for the last 5 months from your system or just an average number based on the last 5 months.*
- 6. What is the total non- priority backlog number (date you reply to my OIA)*
- 7. Applications for SMC and RFW (Residence from Work) are under the same queue or separate queues for each category? if different, please provide a backlog of RFW applications.*
- 8. What steps are being taken by Immigration NZ to clear the current SMC backlog? I mean, any more immigration officers getting trained or anything else that could make a positive difference.*

Our response

Please note that the skilled residence applications processed in the Manukau office are made up of two categories: Skilled Migrant Category (SMC) and Residence from Work (RFW). They are not



split into two separate queues based on the application category. Once an application is accepted for processing it is then identified as to whether it meets the prioritisation criteria, or not, and triaged into either the priority or non-priority queue. Therefore the below data includes both SMC and RFW applications.

Question 1

Can you please provide data of allocation in same form (as per above OIA) regarding allocation of both queues after 22nd June 2020 to current date (date you reply to my OIA)

Please refer to the table below. Allocation occurs weekly and the data is for the week beginning the date quoted. Please note that prior to May 2020 the Manukau office did not record the split of priority and non-priority applications, therefore data is only available from 18 May 2020.

Week beginning	Priority applications	Non-priority applications	Total
18 May 2020	264	0	264
25 May 2020	0	0	0*
01 June 2020	35	13	48
08 June 2020	40	13	50
15 June 2020	89	10	99
22 June 2020	228	12	240
29 June 2020	197	33	230
06 July 2020	85	18	122
13 July 2020	130	17	154
20 July 2020	129	25	156
27 July 2020	147	50	199

**only re-allocation occurred, no applications were allocated from queues. Re-allocation occurs when an application that had been allocated needs to be re-assigned to another immigration officer due to staff movement.*

Question 2

What is the current backlog of priority applications? Please provide total number of applications waiting for allocation from priority queue and date of oldest application.

As of 28 July 2020, the total number of applications waiting for allocation in the priority queue is 499. The lodgement date of the oldest application in the priority queue is 14 May 2020.

Questions 3

What is the normal current case load of Immigration officers. I mean whats is the maximum number of applications can be given to an Immigration officer for assesment?

There is no exact number of applications that an immigration officer (IO) must have. Average caseload for IOs is 27 applications per person and the range is often between 20 – 30 applications (and can vary for a number of reasons).

Questions 4

What is the total number of applications waiting for allocation between 20th December 2018 to 31 May 2019?

A total of 2312 skilled residence applications in the queue between the lodgement dates of 20 December 2018 and 31 May 2019 (inclusive).

Questions 5

What is the total average number of SMC applications (both priority and non- priority) that get allocated each week. You can either a report for the last 5 months from your system or just an average number based on the last 5 months.

The allocation numbers of skilled residence applications vary each week, as shown in the table in our response to your question 1.

Questions 6

What is the total non- priority backlog number (date you reply to my OIA)

As of 28 July, there are 14,549 applications in the non-priority skilled residence queue.

Questions 7

Applications for SMC and RFW (Residence from Work) are under the same queue or separate queues for each category? if different, please provide a backlog of RFW applications.

As explained above, SMC and RFW applications are not split into two separate queues based on the application category.

Questions 8

What steps are being taken by Immigration NZ to clear the current SMC backlog? I mean, any more immigration officers getting trained or anything else that could make a positive difference.

Increased resident visa processing times are a consequence of increasing volumes of resident visa applications. Immigration New Zealand (INZ)'s capacity to assess those applications is determined by the planning range set by Government under the previous New Zealand Residence Programme (NZRP).

The Government is currently reviewing its approach to the NZRP, and is considering replacing the planning range with a more targeted approach that focuses on management of specific residence visa types. In the meantime, INZ will continue to process applications at same volume and with the same level of resourcing as the previous NZRP allowed for.

If you wish to discuss any aspect of your request or this response, please contact Dongrui Pang, Operations Support, Immigration New Zealand at Dongrui.Pang@mbie.govt.nz

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Nicola Hogg', is positioned at the top left of the page.

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