



27 June 2023

Wendy Yang  
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DOIA 2223-2836

Tēnā koe Wendy

Thank you for your email of 6 June 2023 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982 (the Act), the following information:

*“1. Please provide the internal assessment templates, training materials and process regarding character waivers for temporary and residence visa applications respectively.*

*2. And please list the character issues and the number of decisions regarding granting or not granting character waivers for temporary and residence visa applications for the financial years 2020-2023.”*

## **Our Response**

### **Question One:**

Please refer to the following attached appendices for the information requested:

- Appendix One – Character waiver guides and assessment templates
- Appendix Two – Character workshop material for immigration officers
- Appendix Three – Global Process Manual (residence)

### **Question Two:**

We are refusing part two of your request under section 18(f) of the Act as the information requested cannot be made available without substantial collation or research. To provide the information, Immigration New Zealand would have to conduct manual checks for each application to identify the character issues and whether the character waivers have or have not been granted.

In accordance with s18A of the Act, I have considered whether fixing a charge under s15 or extending the time limit under s15(a) would enable the request to be granted but it is my view it would not. In accordance with s18B of the Act, I have considered whether consulting with you would remove the reason for refusal, however, in my view it would not as to obtain the specific information would involve the manual search of applications.

I hope you find this information useful. 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.

If you wish to discuss any aspect of your request or this response, please contact [inzoias@mbie.govt.nz](mailto:inzoias@mbie.govt.nz)

Nāku iti nei, nā

A handwritten signature in black ink, appearing to read 'R Owen', with a large loop at the end.

Richard Owen  
**General Manager (Acting) – Border and Visa Operations**  
Immigration New Zealand  
Ministry of Business, Innovation & Employment