



19 December 2024

Ref: OIA 24-808

Mr Regan Gibbons  
By email: [fyi-request-29542-29913614@requests.fyi.org.nz](mailto:fyi-request-29542-29913614@requests.fyi.org.nz)

Dear Mr Gibbons

### **Response to your request under the Official Information Act 1982**

Thank you for your request to the New Zealand Customs Service (Customs) received on 13 December 2024, in which you requested the following information under the Official Information Act 1982 (the Act):

*“Under the Official Information Act 1982, I request the number of New Zealand citizens or permanent residents who departed the country with their final ticketed destination listed as Israel between 1 January 2020 and 13 December 2024, broken down by month.”*

In response to your request, I can advise that Customs’ records of people’s travel movements only include the most immediate port of arrival and do not include any further travel an individual may undertake. As there are no direct flights between New Zealand and Israel, Customs does not hold the information you have requested. Therefore, I am refusing your request in full under section 18(g)(i) of the Act, as the information requested is not held Customs and I have no grounds for believing that the information is held by another department or interdepartmental venture or Minister of the Crown or organisation, or by a local authority.

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 this decision. Information about how to make a complaint is available online at: [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or you can phone 0800 802 602.

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

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.

Yours sincerely

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