

Undertaking an Interdiction

The airline is required to call IBO via the APP line. This will either be when the passenger presents at check-in or at the boarding gate.

Section 6(c)

1. Information Gathering

It is recommended that intel is gathered from the airline agent before speaking to the passenger. Information gathered may include, but is not limited to, the following:

- How much time is available to speak with the passenger,

- Does the passenger have outward ticket/travel arrangements,
- Are there any travelling companions,
- How much luggage is the passenger travelling with (number of items and total weight)
- Does the passenger speak English or would they require an interpreter. Refer [Using an Interpreter.docx](#) if an interpreter is required.

Purpose

This document outlines the process to follow in the On Arrival space in Queenstown, from the passenger first arriving, through the triage to the post decision steps.

Initial interaction steps – primary line area

- Introduce yourself and title, noting English language ability.
- Ensure other agencies have completed their processes and passenger/s have collected luggage.
- Scan passenger passport in the Regula and the L1 Reader and initiate or find referral in AMS.
- Establish the reasons for the referral by speaking with the referring agency and/or the passenger.
- Determine whether the referral can be resolved at the primary line, or a triage/interview is required.

Interviews

An interview provides the person with a fair opportunity to explain their circumstances and to respond to our concerns before a decision is made on their entry.

All on-arrival interviews should be recorded using the voice recorder app on your laptop or with a Dictaphone. Directions for how to use the voice recorder and where to save recordings are in the [Voice Recorder manual](#). If you are not able to record your interaction, please note this in AMS.

Border Officers must decide which interview type is most appropriate for the situation.

Which Interview type should I use?

There are five different types of interviews conducted at the border. These are:

1. [Refugee and Protection Status Claimant Interview](#)
2. [On Arrival Referral Template](#)
3. [Withdrawal from Interview](#)

What if the person doesn't speak English?

When interacting with people who are not fluent in English you must arrange for an Interpreter to assist with the interview process.

[Connecting Now Interpreter Service](#) is available 24/7 on [Section 9\(2\)\(ba\)\(i\)](#)

[Interpreting New Zealand Inc](#) is available on 0508 468 377 or (04) 3842849

[TransNational \(NZ\) Limited](#) is available 7 days from 0830 - 1730 on 0800 000 339 or [Section 9\(2\)\(ba\)\(i\)](#)

Full list of MBIE approved interpreters is located [here](#)

An interpreter/s can be called for service and the meet up point is determined by the port who makes the request.

Interpreters are aware of our expectations and can be provided with a this [document](#) for their reference.

If no interpreter is available, and circumstances are such that an entry decision needs to be made imminently, you will need to decide based on the information available at that time.