



22 July 2026

Mr Ross

fyi-request-34913-876c822c@requests.fyi.org.nz

DOIA REQ-0034838

Tēnā koe Mr Ross

Thank you for your email of 23 June 2026 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982 (the Act), the following:

I request, under the Official Information Act 1982, the current policy, standard operating procedure, operational instruction, guidance, manual extract, checklist, training material, or other document that governs or guides the use of translation applications by Immigration New Zealand staff during border interviews, border questioning, or border turnaround decision-making.

For the purposes of this request, “translation applications” means machine translation tools, smartphone translation applications, online translation services, speech-to-text translation tools, text-to-speech translation tools, or any other automated translation technology used to communicate with non-English-speaking travellers during border questioning or interviews.

If there is no specific document about translation applications, please provide the current document or documents that govern or guide language assistance at the border, including when an interpreter is required, how staff assess whether a traveller understands the questions being asked, and how language assistance is to be recorded in border interview notes, case notes, or decision records.

If INZ still considers that this narrowed request would require substantial collation or research, please identify what information INZ can provide without substantial collation or research.

We reached out to you to rescope your request on 23 June 2026, and you responded the same day to confirm that you were replacing your request with the updated request above.

Our Response

Please find the information you have requested in the attached appendices. As requested, we are providing the current documents that govern or guide language assistance at the border as there are no specific documents relating to the use of translation applications. Some information in Appendix 3 has been identified as out of scope of your request.

Appendix 1 – Provision of Translators

Appendix 2 - Language Comprehension

Appendix 3 – Recording Interviews at Border

Please be advised that some of the information in the appendices is withheld under the following provisions of the Act:



- Section 6(c) as the disclosure of the information would be likely to prejudice the maintenance of the law, including prevention, investigation, and detection of offences, and the right to a fair trial.
- Section 9(2)(ba)(i) as making the information available would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information continue to be supplied.

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 or freephone 0800 802 602.

If you wish to discuss any aspect of your request or this response, please contact inzoias@mbie.govt.nz.

Nāku noa, nā

A handwritten signature in black ink, appearing to read 'R Owen', followed by a period.

Richard Owen
General Manager
Immigration Risk and Border
Immigration New Zealand
Ministry of Business, Innovation & Employment