



30 October 2023

Ref: DOIA 2324-713

Immigration Lawyers

Email: [fyi-request-24274-5d389007@requests.fyi.org.nz](mailto:fyi-request-24274-5d389007@requests.fyi.org.nz)

Tēnā koe Immigration Lawyers,

Thank you for your email of 29 September to the Ministry of Business, Innovation and Employment requesting, under the Official Information Act 1982 (the Act), the following information:

- *Number of phone calls received per month to the public line and the adviser line for the five years;*
- *Average waiting time (until operator picking up the call) per month for the public line and the adviser line for the five years;*
- *Average call duration per month for the public line and the adviser line for the five years;*
- *Number of full time ICC staff per month for the last five years;*
- *Average remuneration for full time ICC staff per month for the last five years;*
- *Number of part time ICC staff per month for the last five years;*
- *Average remuneration for part time ICC staff per month for the last five years;*
- *Average cost of deploying, maintaining and upgrading relevant infrastructure (phone/computer systems, IT, equipment) for ICC per month for the last five years.*

Please find attached with this response a copy of the data requested.

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

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.

Nāku noa, nā

Nelowfar Ghumkhor  
**National Manager**  
Engagement and Experience

