



12 March 2024

Wendy Yang

[fyi-request-25751-2c352333@requests.fyi.org.nz](mailto:fyi-request-25751-2c352333@requests.fyi.org.nz)

File No: DOIA 2324-1756

Tēnā koe Wendy,

I refer to your request under the Official Information Act 1982 (the Act) received on 16 February 2024 requesting the following information from the Ministry of Business, Innovation and Employment (Ministry):

*“Could you please provide information on how the Risk Targeting Programme (RTP) team assesses passengers for risk and what the process is once a passenger is identified to be at risk?”*

*Additionally, could you provide data on the number of temporary visas of various categories that were denied boarding for travel to New Zealand each month between 2022 and 2024, as well as data specifically for passengers departing from China?”*

## **Our Response**

### **Could you please provide information on how the Risk Targeting Programme (RTP) team assesses passengers for risk and what the process is once a passenger is identified to be at risk?**

The part of your request relating to how the Risk Targeting Programme (RTP) team assesses passengers for risk is refused under section 6(c) of the Act, as releasing this information would prejudice the maintenance of the law.

The part of your request about what the process is once a passenger is identified to be at risk is answered below.

At the time of checking in, the Immigration New Zealand’s Advance Passenger Processing (APP) system validates their entitlement to travel to or through New Zealand. Passenger information entered into airlines’ systems is screened against Immigration New Zealand’s database at time of check in. The airline receives a boarding directive – ‘Okay to Board/Board with Outward Ticket’ or ‘Do Not Board’ – for that passenger.

Immigration Border Officers may also intervene where a passenger is identified as being a possible risk by the Risk Targeting Programme (RTP) team based at Auckland International airport. The RTP team profiles and identifies risk passengers by analysing information through the airline reservation system as people start checking in for their flights. This advance information enables early intervention with high-risk passengers. When a risk passenger is identified, the Risk Targeting team contacts the Airline Liaison Officer if there is one at that location, or airline ground staff, to intercept the passenger.





The travel document will be examined, and the passenger interviewed. This may include a telephone interview of the passenger by the Risk Targeting team. Those found not to be bona fide, or genuine passengers will not be allowed to board their flight.

The main reasons people are denied boarding include:

- An alert being recorded against their name/passport number
- The passenger requiring a visa to travel to New Zealand but not holding one or the visa has expired or been used
- The passport presented is recorded as being lost/stolen/invalidated or the passenger's identity is in serious doubt
- The passenger is unable to meet entry requirements for New Zealand
- New Zealand citizens are denied boarding on flights to New Zealand due to attempting to travel with expired, invalidated or no passports.

**Additionally, could you provide data on the number of temporary visas of various categories that were denied boarding for travel to New Zealand each month between 2022 and 2024, as well as data specifically for passengers departing from China?**

The two tables below provide data on the number of individuals that were denied boarding traveling to New Zealand by month from 1 January 2022 to 29 February 2024. The second table relates to those specifically departing from a Chinese port.

**Please note:** Visa types is not captured in the APP offload data set. There are limitations in the data for establishing those departing from China. The data relating to those denied boarding departing from China are those individuals where a Chinese port is listed as the origin or offload port. The tables also include individuals attempting to travel without any visa or NZeTA and may include those with damaged or expired travel documents.

**All passenger offloads from 1 January 2022 to 29 February 2024**

		Year		
		2022	2023	2024
Month	January	43	231	193
	February	42	228	302
	March	138	400	-
	April	213	313	-
	May	161	399	-
	June	102	464	-
	July	128	389	-
	August	181	585	-
	September	163	443	-
	October	143	414	-
	November	234	442	-
	December	232	391	-



**All passenger offloads departing from China from 1 January 2022 to 29 February 2024**

		Year		
		2022	2023	2024
Month	January	1	53	51
	February	2	64	61
	March	7	77	-
	April	2	75	-
	May	8	75	-
	June	4	66	-
	July	4	55	-
	August	20	133	-
	September	13	90	-
	October	8	81	-
	November	19	83	-
	December	54	92	-

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 noa, nā

Joanne Hacking  
Acting General Manager – Immigration Risk and Border  
Immigration New Zealand  
Ministry of Business, Innovation and Employment

