



24 April 2024

Nessy-Rose

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DOIA 2324-2064

Tēnā koe Nessy-Rose

Thank you for your email of 20 March 2024 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982 (the Act), the following:

- 1. The total number of case officers currently allocated to processing Parent Category Resident Visas as of 20th March 2024.*
- 2. The branch of Immigration New Zealand that is currently assigned the task of assessing and processing these visas.*
- 3. The total number of Parent Category Visas accepted for processing by INZ as of 20th March 2024.*
- 4. The current age date (in days) of visas from the date of 'lodgement acceptance' before being allocated to a case officer.*
- 5. An organisational chart for the complete structure of Immigration New Zealand by branch, including employee names and titles.*
- 6. The average time taken for a medical referral to be performed post-lodgement acceptance, and clarification on whether this referral is initiated at the time of acceptance of lodgement by a support officer or if it is carried out by the case officer at the time of allocation.*

On 17 April 2024, we advised you that MBIE was extending the time available to answer your request as consultation was required and a proper response could not reasonably be made within the original time limit.

On 19 April 2024, we decided to grant your request in part and provided you with the organisational chart of Immigration New Zealand (INZ). We also advised that we would respond to the remaining parts of your request before the extended due date.

## **Our Response**

**Question 1:** *The total number of case officers currently allocated to processing Parent Category Resident Visas as of 20th March 2024.*

As at 20 March 2024, the total number of case officers processing Parent Resident Visas was 35.

**Question 2:** *The branch of Immigration New Zealand that is currently assigned the task of assessing and processing these visas.*

The Christchurch One processing office assesses Parent Resident Visas, this office sits within the Chief Operating Officer Immigration Branch.

**Question 3:** *The total number of Parent Category Visas accepted for processing by INZ as of 20th March 2024.*

As at 20 March 2024, the total number of Parent Resident Visas submitted was 2,289.

**Question 4:** *The current age date (in days) of visas from the date of 'lodgement acceptance' before being allocated to a case officer.*

Please refer to the table below for the current age date (in days) range of Parent Resident Visa applications from the date of submission to allocation to a case officer, as at 20 March 2024.

<b>Days range</b>	<b>Number of applications</b>
0-10 days	7
11-20 days	70
21-30 days	76
31-40 days	31
41-50 days	92
51-60 days	115
61+ days	913
<b>Total</b>	<b>1,304</b>

**Question 5:** *An organisational chart for the complete structure of Immigration New Zealand by branch, including employee names and titles.*

This was provided to you on 19 April 2024.

**Question 6:** *The average time taken for a medical referral to be performed post-lodgement acceptance, and clarification on whether this referral is initiated at the time of acceptance of lodgement by a support officer or if it is carried out by the case officer at the time of allocation.*

Your request for the average time it takes for a medical referral to be performed post-lodgement acceptance is refused under section 18(g) of the Act as INZ does not record what stage in the application process the medical referral takes place, and there are no grounds to believe that the information is either held by or connected more closely with the functions of another department or interdepartmental venture or Minister of the Crown or organisation or of a local authority.

Please note that the INZ National Documentation office links the medical to the application once lodgement activities have been completed. All subsequent actions are performed by the Health Assessment Team.

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

A handwritten signature in black ink that reads "SWatson". The signature is written in a cursive, flowing style.

Sarah Watson  
Manager Operations Support  
Immigration New Zealand  
Ministry of Business, Innovation and Employment