



23 April 2024

Wendy Yang

fyi-request-26197-b18403b4@requests.fyi.org.nz

DOIA 2324-2075

Tēnā koe Wendy,

Thank you for your email of 22 March 2024 to the Ministry of Business, Innovation and Employment requesting, under the Official Information Act 1982 (the Act), the following:

- 1. new character waiver templates and new False or Misleading Information (FMI) Assessment Template reflecting new changes to false and misleading information that have come into effect as of 25 September 2023*
- 2. four new SOPs outlining the process to identify and respond to false, misleading, or withheld information in the Global Process Manual*
- 3. new generic SOPs to assess character for temporary and residence visa applications respectively.*

Our Response

Questions 1 and 2

Please find information requested in Appendices attached to this response:

Appendix 1 contains information regarding question 1 of the request. Appendix 2 contains information regarding question 2 of the request.

Question 3

Your request for the new generic Standard Operating Procedures (SOPs) to assess character for temporary and residence visa applications is refused under section 18(e) of the Act, as the document assumed to contain the requested information does not exist or, despite reasonable efforts to locate it, cannot be found. Please note that the new SOP is currently being drafted.

In accordance with section 18B of the Act, I have considered whether consulting with you would remove the reason for refusal, however, in my view it would not as the information requested does not yet exist.

You have the right to seek an investigation and review by the Ombudsman of the Ministry's response to your request, in accordance with section 28(3) of the Act. 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 blue ink, appearing to read 'Alejandra'.

Alejandra Mercado
Acting General Manager
Service Design and Implementation
Immigration New Zealand
Ministry of Business, Innovation & Employment